NEW GENERATION WEBMAIL SYSTEM

User Manual

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1. LOGGING TO YOUR ACCOUNT

1.1 Log In

1. Open a browser window and enter this URL:

   http://webmail.mpob.gov.my

2. When the **Sign In** screen appears, type in your username and your password.
3. Click **Log In**.

MPOB
Malaysian Palm Oil Board Webmail System
WEBMAIL LOGIN
(Effective 18th May 2013)
Username: ammar
Password:
LOGIN
NOTA
1. Pengguna diminta membuat backup dan housekeeping emel masing-masing bagi mengelakkan sebarang kehilangan data
2. Pengguna masih boleh mengakses Webmail Lama di SINI sehingga 31 Oktober 2013 bagi tujuan semakan sahaja
3. Sebarang pertanyaan, sila hubungi:
Pn Nor Zihan Yusoff 03-8769 4795
En Mohd Farid Masarin 03-8769 4529
Cik Nur Atiqah Nazari 03-8769 4823
OTHER MODULES : MPOB Portal | Intranet@MPOB
Click here for Mobile Version
Maintained By MPOB IT Unit
Updated Version - Copyright © (Apr 2013) MPOB. All rights reserved.

Figure 1: Login Page

1.2 Log Out

To prevent others from having access to your email account, always sign out when you are not using your computer. If you browse to a different site without signing out first, your session might sign out automatically when it reaches the specified timeout.

- In the top-right corner, select **Log out**.

1.3 If Your Session Expires

Your system might log you out if your session is inactive for at least **60 minutes**. If you are automatically logged out, simply log in again and continue working.

1.4 Changing Your Password

You can change your password. If you have trouble changing your password or have forgotten your password, or if the **Password** option is not displayed, please contact MPOB Webmail Administrators at these numbers:

1. Pn Nor Zihan Yusoff 03-8769 4795
2. En Mohd Farid Masarin 03-8769 4529
3. Cik Nur Atiqah Nazari 03-8769 4823

To change your password, please follow the following steps:

1. Go to the **Preferences > General** page.
2. In the **Sign in Options > Password**, click **Change Password**.
3. Enter your new password and click **Change password**.
4. Click **Save**.

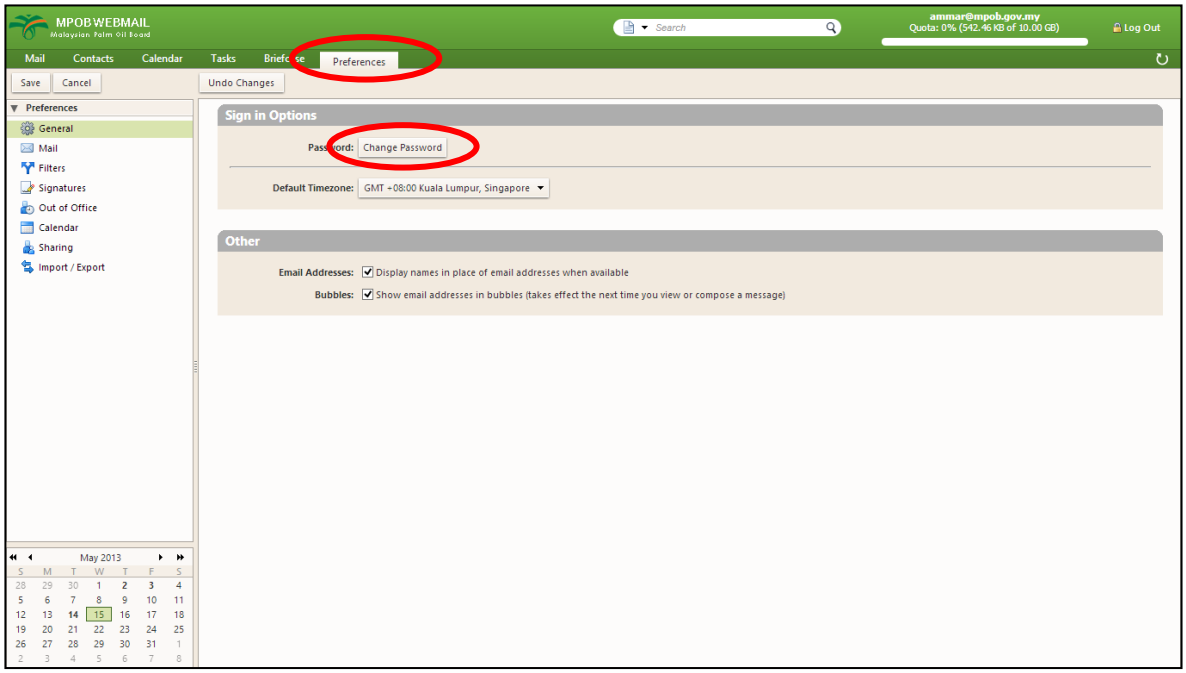


Figure 2: Change Password Menu

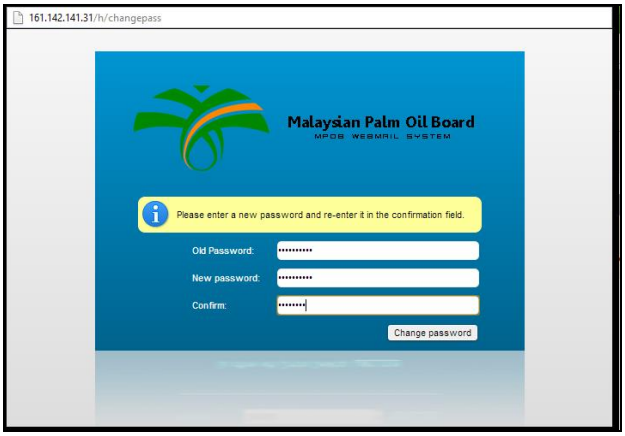
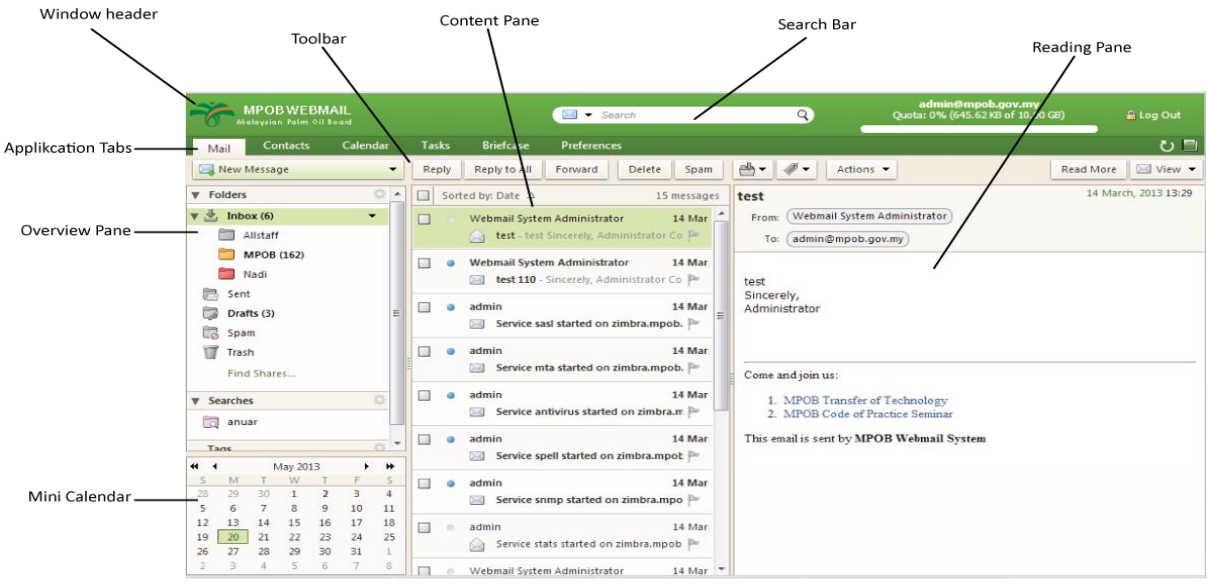


Figure 3: Change Password Page

1.5 Navigating the MPOB Webmail Web Client

After a successful log-in, you see a screen view similar to the one below. This view is the Mail view. The view changes when you use other applications, such as Contacts, Calendar, Task or Briefcase Application.



Option Description

Figure 4: MPOB Webmail Main Page

Table 1: Menu Items Description

Option	Description
Window header	The Window header displays: • Search box • User Name under which you are logged in. From the drop-down menu of your user name you can access product help, new features, about, change password, and sign out features.
Application tabs	The applications that you can access are listed in the tabs on this row, such as Mail or Calendar applications.
Overview pane	The Overview pane displays: • Folders – including system folders (Inbox, Sent, Draft) • Junk (and Trash) as well as customer folders you created • Searches – search queries that you created and saved for future use • Tags – any tags you have created. Click on a tag to quickly see all messages that are tagged with that tag.
Mini-calendar	The mini-calendar shows the month's calendar in the bottom-left corner.
Toolbar	The toolbar shows actions available for the application you are currently using.
Content pane	The Content pane area changes depending on what application is in use. In the Inbox view, it displays all messages or conversations in your Inbox.
Reading pane	Email messages are displayed in the Reading pane.
Search bar	Search options, including the Advanced Search feature, are displayed in this area. You can also save searches from here.

1.6 Personalizing Your Account

You can use the actions in this section to personalize your account. Most options are set on the **Preferences > General** page.

1.6.1 Move the Reading Pane

You can change the display to a three-pane view, with the Overview pane on the left, the Content pane in the centre, and the Reading pane on the right.

- On the toolbar, click **View** and select the reading pane to display and where.

1.6.2 Change the Pane Size

For split-pane windows, such as the Conversation view, you can increase or decrease the size of the upper and lower panes.

- Click and drag on the bar separating the panes up or down.

1.6.3 Change Your Default Time Zone

In the advanced client, the time zone setting on your computer is used as the time stamp for received messages and calendar activities.

In the standard client, the time zone setting is used to localize the time for received messages and calendar activities. The time zone for your account using the standard client can be different from your computer time zone.

1. Go to the **Preferences > General** page.
2. In the **Sign in Options > Default Timezone** drop-down menu select the time zone you want to use.
3. Click **Save**.

2. MANAGING YOUR EMAIL

This chapter describes how to customize your mailbox and how to handle messages you receive.

2.1 View Email Messages by Conversation

In the Conversation view your messages are grouped to make it easier to follow the thread of an email exchange. A conversation thread begins when you send or receive an email and then send or receive subsequent replies and forwards based on the original email. The subject displays only once in your Inbox, and the number of email messages in the conversation is shown. Conversations containing unread messages are shown in bold with a blue dot to the left of the sender's name.

Conversations can span folders. For example, one could be in your Inbox, another in your Sent folder, and others in another folder. If you move a conversation from one folder to another, all messages within that conversation are also moved to that folder. Messages in the Sent folder and in the Trash folder are not moved.

To create a new conversation thread, you must create a new message, not reply to or forward an existing message.

2.2 Change the Message View

Email messages in your mailbox can be organized by the date a message is received and by Conversation.

1. On the **Mail** tab toolbar, click the **View** drop-down menu.
2. Select either **By Conversation** or **By Message**.

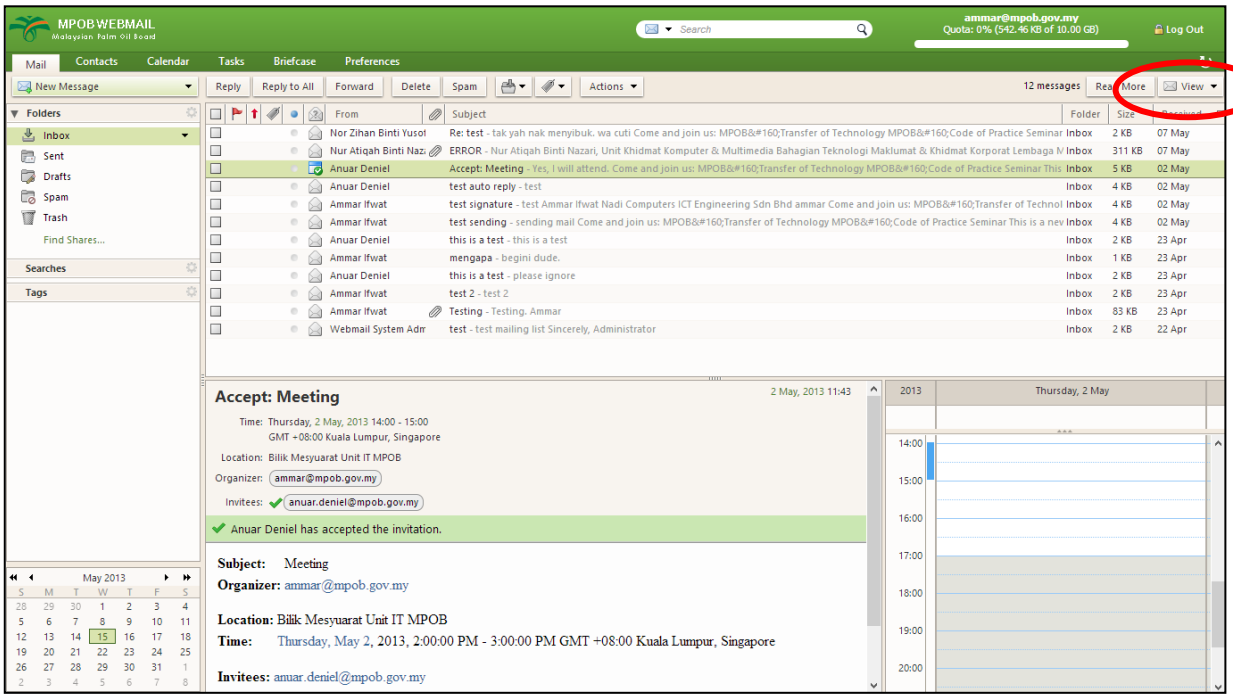


Figure 5: MPOB Webmail View Option

2.3 Using Reading Pane

You can use the Reading Pane to preview messages in your Inbox and other folders. If you have the Reading Pane on, when you click on an email message, the message displays in the Reading Pane and the message is marked as read. To adjust the size of the Reading Pane, place your pointer on the divider bar and drag the bar.

2.4 Turn Reading Pane On or Off

The Reading Pane lets you read email messages from your Inbox without opening the email. Depending on your view, the Reading Pane can be at the bottom or on the right, or turned off.

1. On the **Mail** tab toolbar, click the **View** drop-down menu.
2. Select the Reading Pane option.

2.5 Setting Desktop Alerts For New Email Messages

You can set up desktop alerts for new email notification. To receive alerts, your mailbox must be opened.

1. Go to the **Preferences > Mail** page.
2. In the **Receiving Messages > Message Arrival** section, select how you want to be notified when new message arrive. Select any of these options.

Table 2: New Email Alert Options

Option	Description
Play a sound	You are notified by a beep. If you have your volume set to mute, you do not hear a sound. For this to work, you must have either QuickTime or Windows MediaCenter installed.
Highlight the Mail tab	The Mail tab is highlighted if you are not working in the Mail tab at the time.
Flash the browser title	Browser flashes until you open the Mail tab

2.6 Automatically Forwarding Messages You Receive

You can configure your email preferences to automatically forward messages you receive to a different Email account.

1. Go to the **Preferences > Mail** page.
2. In the **Receiving Messages > Message Arrival** section, **Forward a copy to**: text box enter the email address where email messages should be sent.
3. Click **Save**.

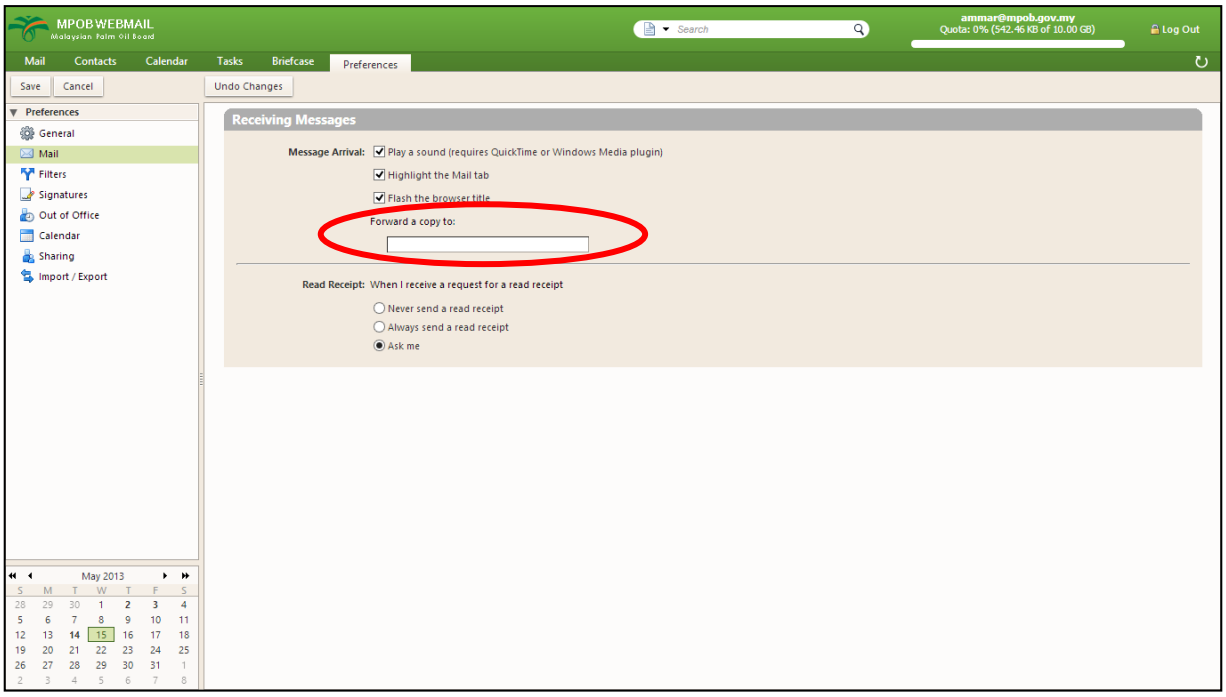


Figure 6: Email Forwarding Option

2.7 Moving Email Messages

You can move email messages or entire conversations from a folder to a different folder. You can either do the following:

- Drag and drop the item to the desired folder in the left-hand Overview pane, or
- Right click the message and select **Move**. The **Move Message** dialog shall appear. Select the destination folder and click **OK**.

If you are moving a few messages within a conversation, the conversation appears in both places. The Conversation Detail View window shows the new location of the message that was moved.

Note: *You can immediately undo the move. Click* ***Undo*** *that appears at the top of the page to move the message back to its original location.*

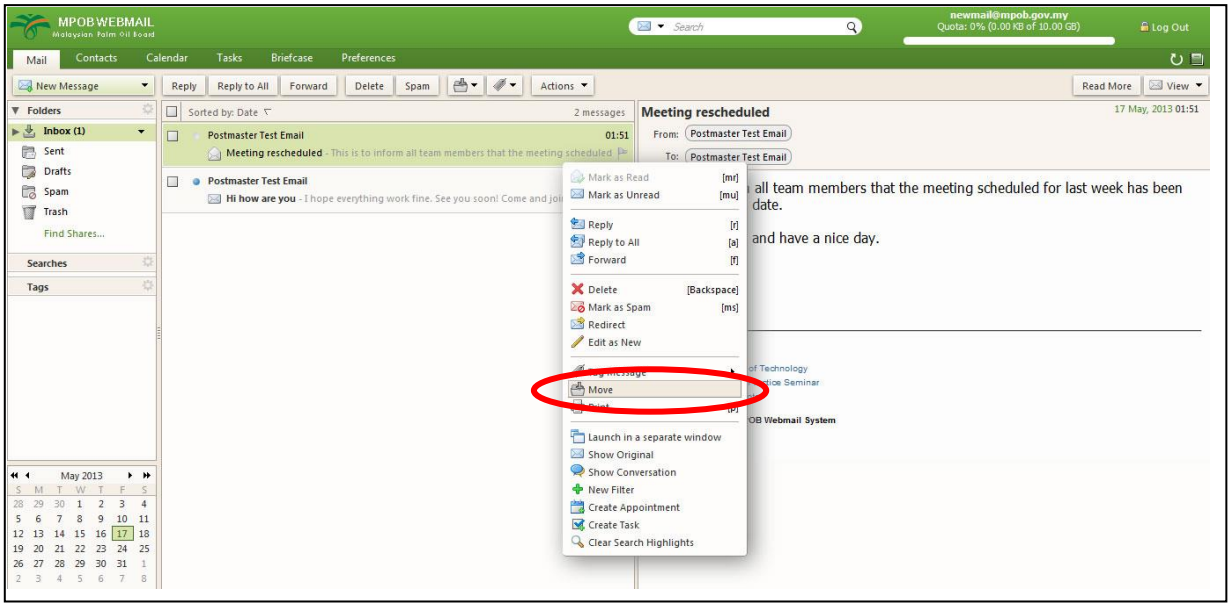


Figure 7: Move Email Messages

2.8 Sorting Messages in the Content Pane

You can sort your email messages in a folder by Subject, Size, Date, Attachment, Flag and Priority. You can only sort by one column at a time. To sort, right-click on the Content pane header and select the sorting option.

2.8.1 Group Messages

In each of your folders, you can group message by date or by size in ascending or descending order. When you group messages by date, messages display grouped by messages received today, yesterday, last week, two weeks ago, three weeks ago, last month and older.

When you group messages by size, messages display grouped by enormous (messages larger than 5MB) and tiny (messages less than 10KB), Grouping message by size is a good way to manage your mailbox quota by finding the largest messages to remove from your account.

1. Select the folder and in the Content pane header right-click and select **Group By.**
2. Select to group by date or size.
3. Select the order that the messages should be displayed.

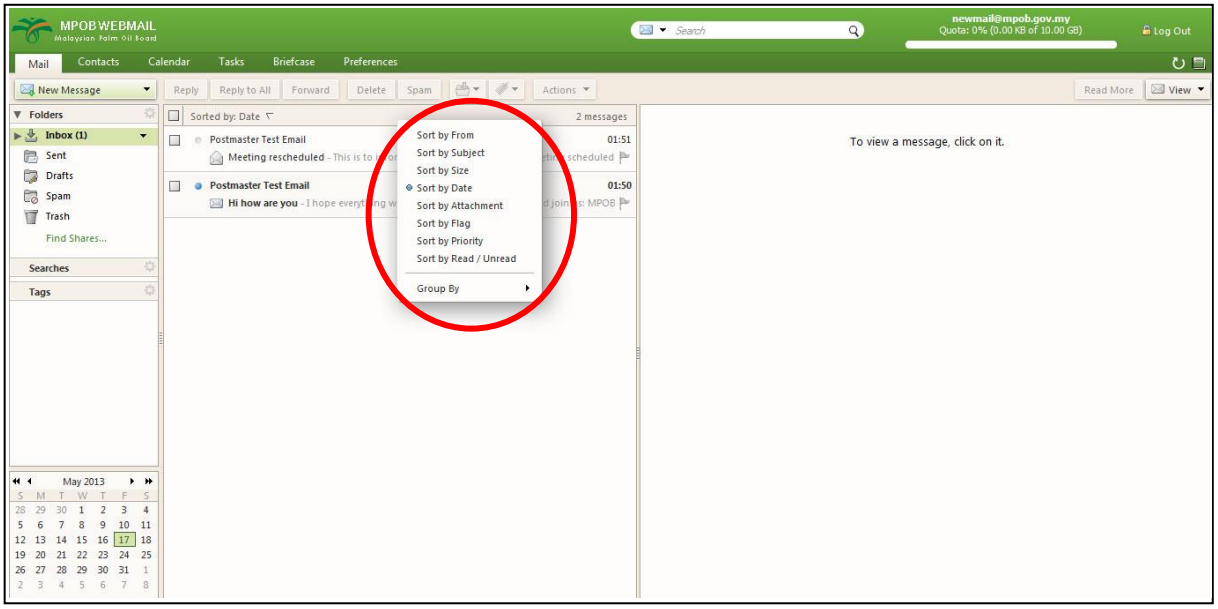


Figure 8: Sorting & Group By Email Messages

2.9 Finding the Origin of an Email Message

When you receive a message and you want to see message transport history, you can right-click on a message and select Show Original. The text page displays header information along with the text of the body of the message.

The header is sometimes referred to as the envelope information. The message header details the path the message took from the sender to the recipients. The header includes the IP addresses, dates, and spam flagging information.

- To find the origin of the message, right-click the message and select **Show Original**.

A new window opens with the information displayed.

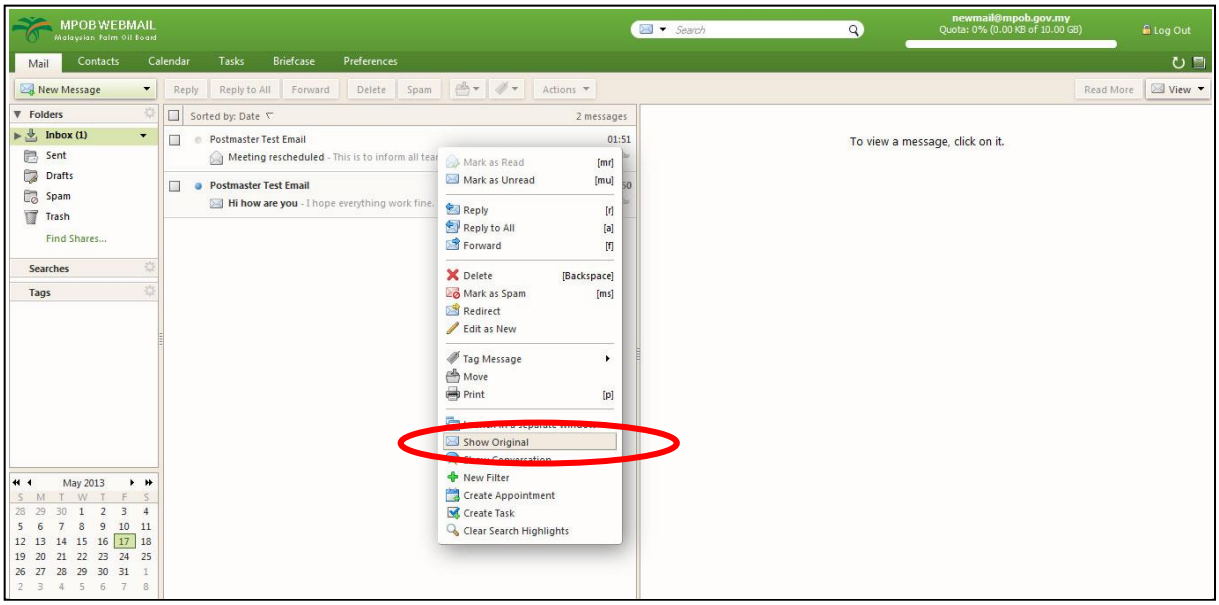


Figure 9: Show Email Origin

2.10 Managing Your Account Quota

To manage disk and resource usage, MPOB currently enforces quotas to limit the amount of disk space each user account can use. Refer to the top right-hand side of the Webmail System page to view your quota usage.

If you are over quota, the following things might happen:

- You receive an email notification.
- Your email interface displays a notification when you log in.
- Email sent to you might be returned to the sender, along with a notification that your mailbox is full.

2.11 Reduce the Size of Your Mailbox

- Delete old messages that are no longer needed.
- Delete large file attachments to messages. Save the file attachments locally (on your desktop) if you want to preserve them.
- Empty the Trash folder.

2.12 Folder Information

If you hover your cursor over a folder, the number of messages in the folder and the size of the folder display.

2.13 Setting Up an Out of Office Message

You can create a message that automatically replies to people who send you messages when you are out of the office. The auto-reply message is sent to each recipient only once in a specified interval of days regardless of how many messages that person sends during that period. The default is 1 day but the administrator can change this.

1. Go to the **Preferences > Out of Office** page.
2. Check **Send auto-reply message**.
3. In the **Auto Reply Message** text box, type the response to send while you are out of the office (eg. "This is an automated reply. I am away and will not be able to reply to you immediately. I will get back to you as soon as I return").
4. If you want this message enabled for a specific time frame, select **Send auto-replies during the following time period** and enter the start and end dates to send the auto-reply message. If you do not specify a specific time frame, auto-replies are sent until you select **Do not send auto replies**.
5. (Optional) If you want to send a different message to users outside of your domain (all addresses **except** *mpob.gov.my*), select **External Senders.**
6. Click **Save**.

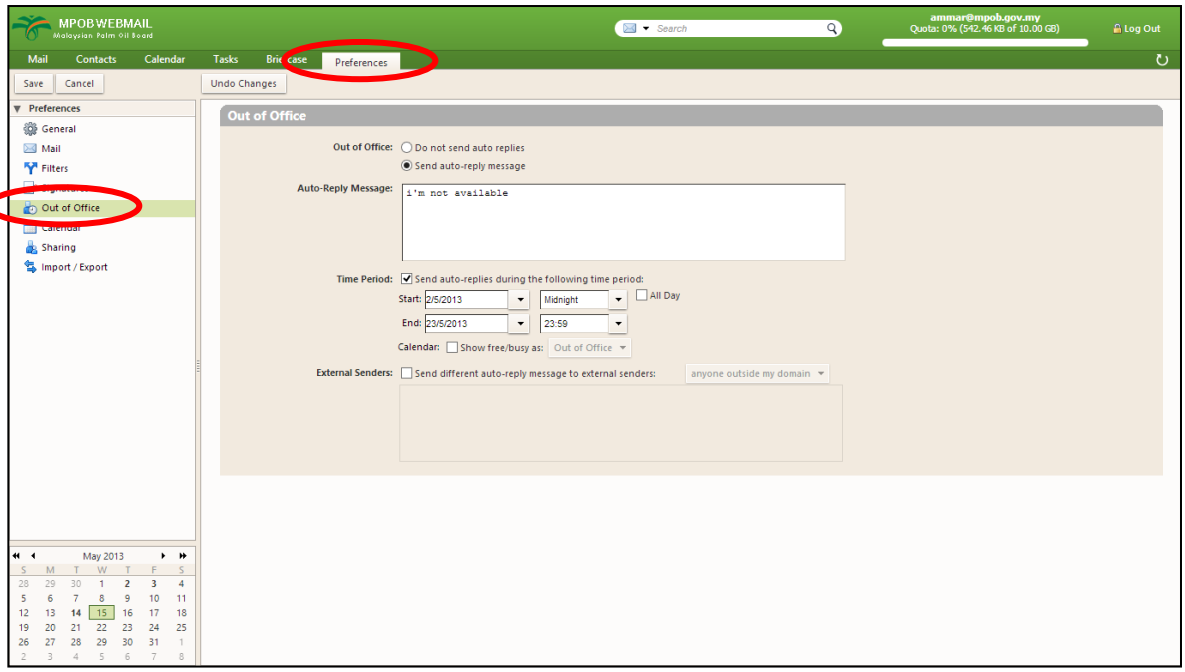


Figure 10: Out Of Office Option

2.14 Reading Mail

By default new messages are placed in your Inbox. If you have mail filter rules, new messages can appear in folders other than your Inbox. The number in parentheses next to each folder name indicates the number of unread messages within that folder.

2.14.1 Read a Message in Conversation View

1. To read a message in the Conversation view, double-click the conversation containing the message. The individual messages display in the Reading pane.
   - To expand the message to see all the conversations, click **Show quoted text** at the end of the message.
   - To collapse the conversation view so only the last message is displayed, click **Hide quoted text** at the end of the message.
   - To collapse all messages to view only the sender's name and the snippet of the first line of the message, click the **+** icon in the message header.

2. To open the message, click the line that contains the message you want to read.
   If you have Reading Pane enabled, the message body appears in the Reading Pane. Otherwise, double-click the message. The message is displayed in the Content pane.

2.14.2 Read a Message in Single Message View

- If the Reading Pane feature is enabled, click the message and read it in the Reading Pane.
- If the Reading Pane feature is not enabled, double-click the message. The message is displayed in the Content pane.

2.15 Mark a Message or Conversation as Unread

Conversations containing unread messages are shown in bold with a blue dot to the left of the sender's name.

- To mark an entire conversation as unread in your Inbox, click the blue dot. When the conversation is expanded, all messages within the conversation display as unread and with blue dot.
- To mark an individual message in a conversation as unread, click the triangle to expand the conversation and click the dot next to the message you want to display as unread. The conversation displays in your Inbox as being unread, but when the conversation is expanded only the unread message displays with the blue dot.

2.16 Opening Attachments to an Email Message

Email messages can include attached files such as word processing documents, spreadsheets, text files, ZIP files, images, executable applications, or any other type of computer file that resides on the sender's computer network. Messages that contain attachments display a paper clip next to the subject.

If the file type is one that is supported by the installed software on your computer, you can typically double-click the file and your computer automatically launches the right application for reading that file.

2.16.1 View Attachments

To view an attachment, opens the message:

- Click the name of the attachment to open the attachment (if you have the correct application available).
- Click **Download** to choose whether to open the file or save it on your computer. If you choose **Save to Disk**, a browser dialog box appears so that you can choose where to save the file. The file is still attached to the message until you remove it.

2.16.2 Remove Attachments

Attachments to your email affect your quota. You may want to remove larger attachments from the message. Removing the attachment deletes the file from your mailbox. If you downloaded the file, you still have a copy.

- To remove an attachment open the message and click **Remove**.

2.16.3 Preview Attachments

If you have the Preview option, you can quickly view the content of the attachment without having to download or open the attachment.

- To preview an attachment click **Preview** to open the attachment even if the application is not installed on your network.

2.17 How Address Bubbles Work

Names in the address field display in an email "bubble" rather than as text. The bubbles are more interactive than email addresses displayed as text. The following actions are available when using bubbles for email addresses.

- When addressing an email, you can right-click on a bubble to display a menu of options, including Delete, Edit, Move to To: etc.
- When reading an email message, you can right-click on a bubble to display a menu of options, including Add to Contacts, New Email, Advanced Search.
- You can tab or use the left/right arrow keys to navigate between bubbles.
- When auto-complete is used to select a distribution list, the bubble includes a + (plus) sign to identify the address as a distribution list. You can click the + to expand the list to display distribution list members. You can also click on an address in the list to send an individual email to the selected addresses.

Bubbles are enabled by default. You can enable or disable bubbles by going to the **Preferences > General** page, **Other** section.

2.18 Returning Read Receipts

Messages you receive from other MPOB Webmail users can be marked to request a return receipt message to be sent back when you open your message. You can specify how to handle return receipt requests:

1. Go to the **Preferences > Mail** page, **Receiving Messages** section
2. In the **Read Receipt** section, select how you want read receipt requests to be handled.
3. Click **Save**.

Table 3: Read Receipt Option

Option	Description
Never send a read receipt	When a message is received with a return read receipt request, the request is ignored. You are not informed of the request.
Always send a read receipt message	A return read receipt message is sent when you open an email flagged for a return receipt.
Ask me	You are given the option to send a receipt when you open an email flagged for a return receipt.

2.19 Printing an Email Message

The default font size used when a message is printed is 12 points. You can change this from the Preferences tab>General page.

1. Right-click on the message and select Print. The message opens in a new window. A standard print dialog appears.
2. Choose a printer.
3. Click **OK**. The message is sent to the selected printer.
4. Close the message window.

Alternately, you can select Print from the Actions link on the toolbar.

2.19.1 Print a conversation (all messages)

1. Right-click the conversation to be printed, and select **Print**. The conversation opens in a new window. A standard print dialog appears.
2. Choose a printer.
3. Click **OK**. The conversation is sent to the selected printer.
4. Close the conversation window.

Alternately, you can select Print from the Actions link on the toolbar.

2.19.2 Print one message in a conversation

1. Open the conversation and select the message to print.
2. At the end of the message, click the gear icon and select print. The message opens in a new window. A standard print dialog appears.
3. Choose a printer.
4. Click **OK**. The message is sent to the selected printer.
5. Close the message window.

2.20 Deleting a Message

You can delete specific email messages or a complete conversation thread.

- Right-click the message or conversation to delete and select **Delete**.

Deleted messages are moved to your Trash folder.

You can recover files from Trash within 30 days of deleting them. After 30 days, the items are permanently deleted.

- To permanently delete a message, click **Shift > Delete**.
- Messages are permanently deleted from your account.

2.21 Empty Your Trash Folder

The Trash folder is available for each application in your account. When you open the Trash folder from an application such as Mail, only items for that application are displayed. But when you select Empty Trash from any of your applications, items from **all** applications are deleted.

You can empty your Trash folder any time.

- Right-click on the Trash folder and select **Empty Trash**. All messages are deleted.

Items deleted from Trash are removed from your account and your account quota is updated.

3. COMPOSING AND SENDING EMAILS

You can compose and send your email messages as soon as you write them, compose a draft and return to it later to finish and send.

3.1 Composing a New Email Message

1. In the Mail tab click **New Message**.
2. In the **To** text box, enter the email addresses of the person or persons to whom you are sending the message. Either type the address or click **To** to search through your contacts or the global address list.
3. (Optional) In **Options**, click **Signatures** and select the signature that should be added to the message.
4. (Optional) To send a copy of the email to other recipients (Cc) or to send a blind copy (Bcc) without the recipient's knowledge, enter email addresses in the Cc and Bcc fields.
5. In the **Subject** field, tell the recipient what the message is about.
6. Click **Send** to send the email message.

A copy of the message you sent is saved in your Sent folder.

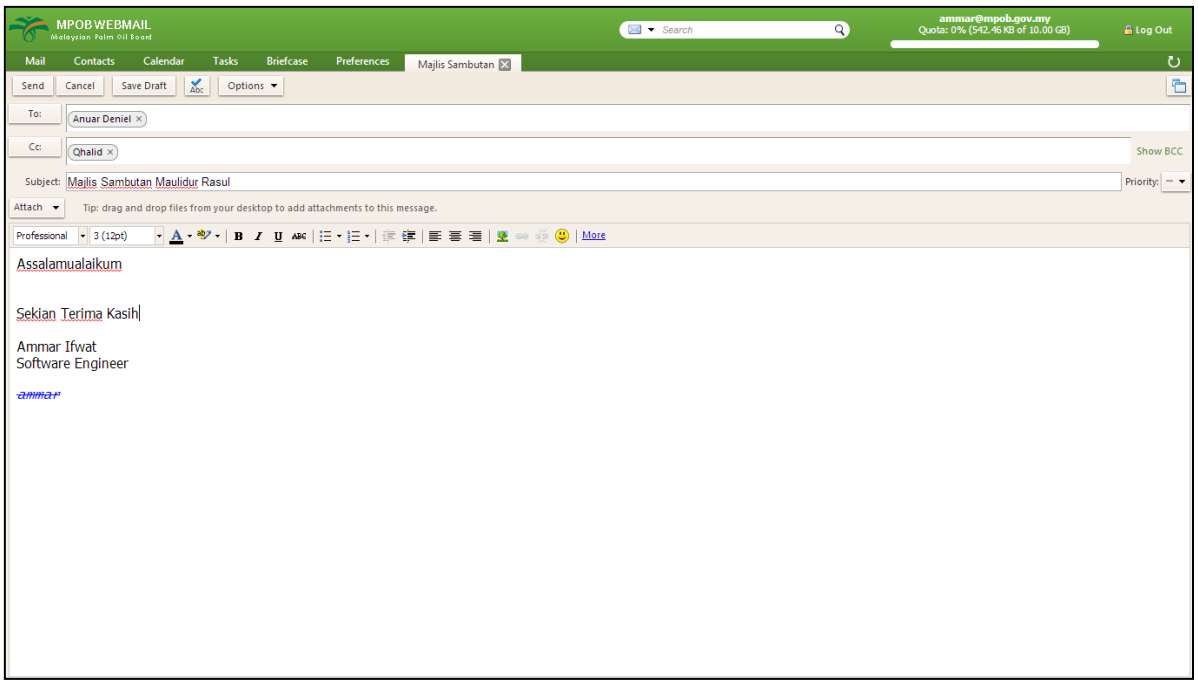


Figure 11: Compose A New Mail Interface

3.1.1 Add an Attachment to a Message

You can attach documents, spread sheets, pictures, slide shows, and other types of files to an email message.

1. Compose the email message.
2. Below the **Subject** field, click **Attach** and select **My Computer**.
3. Select the files and click **Open**. The file names displays below the Subject text box.
4. Click **Send** to send the message and the attachments.

3.1.2 Add Attachments Using Drag and Drop

You can easily add an attachment to an email message by dragging the file from a folder into your email.

1. Select one or more files and hold down the cursor on the file(s) to be attached.
2. Drag the files to the message header area and release the cursor. The file names are displayed in the header.

3.1.3 Removing an Attachment

To remove an attachment, click the **X** in the attachment bubble.

3.2 Using Signatures Automatically

You can include an automatic signature at the end of an email. A signature can include your name and any additional text. You can create more than one signature. For example, you can have a formal signature for emails sent to customers and an informal signature for emails sent to friends.

1. Go to the **Preferences > Signatures** page.
2. In the **Name** text box, type a descriptive name to identify the signature. You can create multiple signatures, so using an identifiable name here is helpful.
3. (Optional) To format in plain text, click **Format as HTML** and select **Format as Plain Text.**
4. In the text box, type the signature text as you want it to appear. If you are using **Format as HTML**, you can add images and create links to your signature text.
5. In the **Using Signatures** section, select the default signature from the drop down menu to use with messages sent from your various accounts.
6. Select the placement of your signature in a message.
   - Select **Above included messages** to add your signature at the end of your reply and before the included messages.
   - Select **Below included messages** to add your signature at the end of the message.
7. Click **Save**.

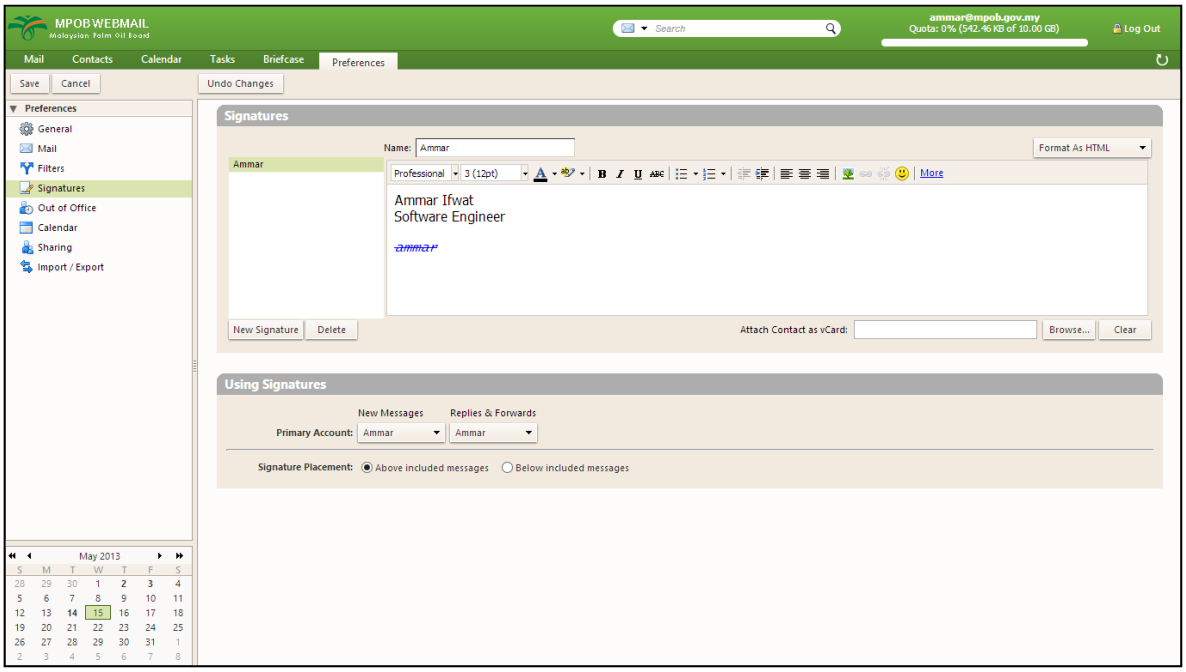


Figure 12: Using Signatures

3.3 Using Rich-Text Format to Compose Messages

Messages created using the HTML (Hyper-Text Mark-up Language) editor can have text formatting, numbering, bullets, coloured background, tables, and links. However, some email clients do not accept messages formatted in HTML. You can change the editor for a specific message.

Note: *You do not need to know HTML to use the HTML editor.*

3.3.1 Save a Message as a Draft

You can save a message to finish and send later.

- Click **Save Draft**. The message is saved in the Drafts folder.

To retrieve a draft, open the Drafts folder and click on the message. When the message is sent, the message is removed from the Drafts folder.

3.3.2 Mark the Priority Level of a Message

You can indicate a message's level of importance. For example, if you have a request that needs to be replied to as soon as possible.

- Before you send the message, in the **Priority** drop-down menu in the message header, select the priority option, **high**, **normal**, or **low**.

The recipient sees the message priority flag in their mailbox and in the message.

3.3.3 Spell Check a Message

You can use the spell check feature at any time to check your spelling.

1. On the toolbar, click the **Abc** link. Words in the email message that are unknown to the spell checker are highlighted.
2. Right-click on a highlighted word. A drop-down menu displays suggested corrections.
3. Select the correct word. The word is highlighted in another color.
4. To accept your changes and close the spell checker, click **Resume editing**.

Before you close the spell checker, you can change a corrected word back to the original spelling. Click on the highlighted word and select the initial spelling from the top of the pop-up.

3.3.4 Adding Words to the Spell Dictionary

- Right-click on the correctly spelled word and click **Add**.

You cannot remove words from your dictionary after they are added. You can also configure the spell check to ignore words, right-click on the word and click **Ignore**.

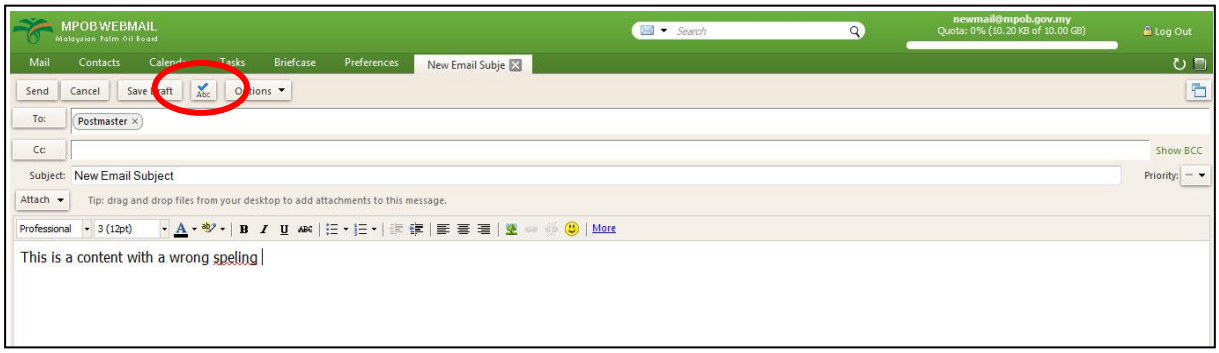


Figure 13: Spell Check

3.4 Replying to Email Messages

1. Select the email you want to reply to.
2. Click **Reply** or **Reply to All** in the toolbar. A new compose window is displayed with the address(es) in the header and the original message in the body.

   If you view message in the Conversation view, you can click reply at the bottom of the message
3. Type your reply.
4. Click **Options** on the toolbar and select an option if you want to change how the original message is included in the reply.
5. Click **Send**.

Note: *If you add your signature automatically to your messages, it is placed in the message according to your preference settings.*

3.5 Forwarding Email Messages

You can forward an email message to someone else. Forwarding a message includes all file attachments.

3.5.1 Forward an Email Message

1. Select the email you want to forward.
2. Click **Forward** on the toolbar. The text of the forwarded message appears in the body of the compose page, unless you have set your preferences to forward messages as attachments.
3. Enter addressees.
4. Click **Send**.

3.5.2 Forward a Message as the Originator

You can forward an existing message as if you are the originator of the message. The forwarded notice is not added to the subject field and the header information shows you are the originator.

1. Right-click on the message and select **Edit as New**.
2. Address the message, remove existing address if necessary.
3. Click **Send**.

3.5.3 Forward a Message as a Redirected Message

Redirecting a message lets you send an email message you received as if the original author sent the message. Redirect a message instead of forwarding it makes it easier for the recipient to reply to the original sender.

1. Right-click on the message and select **Redirect**.
2. In the **Redirect** text box, enter the recipients addresses.
3. Click **OK**.

3.6 Undeliverable Email

Sometimes a message cannot be delivered. One reason is because the email address is not valid. In this case, verify that you have the correct address.

Other causes can be that the recipient's mailbox is full or the recipient's mail system is having problems.

If a message is rejected, it bounces back to you with a message stating why it could not be delivered. If you can resolve the problem, try resending the email.

If you continue to have the following problems, contact your administrator.

- Every email message you send is rejected.
- Email bounces back with **user unknown** or **bad address** messages for addresses that you have successfully used from your corporate address list.
- You receive bounce messages for email you did not send.

4. EMAIL FILTERS

You can define filters to manage incoming and outgoing email messages, including Calendar-related messages. A filter consists of one or more conditions and one or more actions. You can base a condition on a subject, email messages from a specific person, or messages for a particular date. If the message matches the conditions, the specified actions are performed.

You can create filters to do the following:

- Sort incoming messages into folders. For example, all email messages from your supervisor are automatically moved into your Management Directives folder on receipt.
- Tag messages. For example, email messages from the corporate-events mailing list are marked with the Events tag.
- Forward or discard email. For example, all email messages received from a particular email address are moved to the Trash folder.
- Flag messages for importance.

Filters are applied in the order that they are listed. You can change the order at any time.

4.1 Filter Conditions

A filter can contain one or more conditions. For example, if someone sends you email messages from more than one email address and you want to direct all messages from the person into one folder, you can create one filter that has two conditions, one for each email address, and one action to move the email messages to the same folder.

The order of the conditions is not important. You can choose whether the email message must match all conditions or just meet any one of the listed conditions. You can also use a negative condition. For example, you can filter an email message that does not contain a particular word. Filter conditions are not case-sensitive.

You can base a filter condition on the following:

- Specific email addresses in the From, To, or Cc fields
- Email messages that are under or over a specific size
- Dates
- Presence or absence of file attachments
- Words in the message subject or body
- Calendar invitation
- Email messages that are marked by importance

4.1.1 Filtering Using *Any* Versus *All*

You can group conditions within a filter rule using the terms **any** or **all**. The use of these terms is similar to the "AND" versus "OR" type searches described under the Search feature, with **any** being OR and **all** being AND.

If you choose **any** when defining conditions for a new filter rule, then a message that meets any one of the conditions is considered a match.

However, if you choose **all**, every condition specified in that filter rule must apply in order for that message to match the filter.

4.1.2 Filtering Using *Contains*, *Matches*, and *Is* Options

Three of the comparison methods for filter conditions are Contains, Matches pattern, and Matches Exactly. These options appear for some items such as the subject line. Other comparison methods are available depending on your conditions selections.

- **Contains** means that the specified line must contain, somewhere within it, the specified string. For example, specifying that the subject line contains "bananas" would match both "Cooking with bananas" and "Bananas for breakfast".
- **Matches** pattern means that the specified line must match the specified string, which includes wildcards. For example, specifying " bana*" would match "banana" and "banana tree but not "free bananas".
- **Is** means that the specified line must exactly match the specified string, with no wildcards or substitutions. For example, specifying that the subject line must match "bananas" would only match "bananas" and not "Banana", "My bananas", or "Bananas?"

4.1.3 Filter Rule Actions

A filter rule can contain one or more actions. If the email message matches the specified conditions, all actions are applied in the order in which they appear in the filter.

Examples of filter rule actions are:

- Keep the message in your Inbox
- Move the message to a specific folder
- Tag or flag the message
- Discard the message before it reaches your Inbox
- Forward or redirect the message to a specified email address

4.2 Creating a Filter

You can define filters to manage incoming and outgoing email messages. A filter consists of one or more conditions and one or more actions. If the message matches the conditions, the specified actions are performed.

1. Go to the **Preferences > Filters** page.
2. Click either **Incoming Message Filters** or **Outgoing Message Filters**.
3. Select **New Filter**.
4. In the **Filter Name** text box, enter a unique name for the filter.
5. To make the filter active, check the **Active** box in the upper right corner.
6. Choose whether the message must meet any or all of the listed conditions.
   - **any** means that if a message meets any one of the conditions, the action is performed.
   - **all** means that the message must meet all conditions for the action to be performed.
7. From the drop-down menu, select which part of the message to apply to the filter.
8. Choose how the item must match, such as contains or does not contain.
9. Enter or select the information to compare against, such as the date, email address, or phrase. Conditions are not case-sensitive.
   For example, if you selected **Subject** and **contains** and entered **Staff Meeting**, all messages containing Staff Meeting are filtered. The filter also catches Staff Meetings or Today's Staff Meeting, because you chose contains and not matches exactly.
10. To add more conditions, click the **+** button and repeat the above steps. The order of the conditions does not matter.
11. Under **Perform the following actions**, choose an action from the drop-down menu, such as Move into folder. Depending on the action that you choose, you might need to browse to locate a folder or tag name, or enter an email address to redirect a message.
12. To add more actions, click the **+** button and repeat the above step. The actions are applied in the order in which they are listed.
13. If you want more than one filter to be applied to a message, uncheck **Do not process additional filters**.
14. When you are done creating the filter, click **OK**.

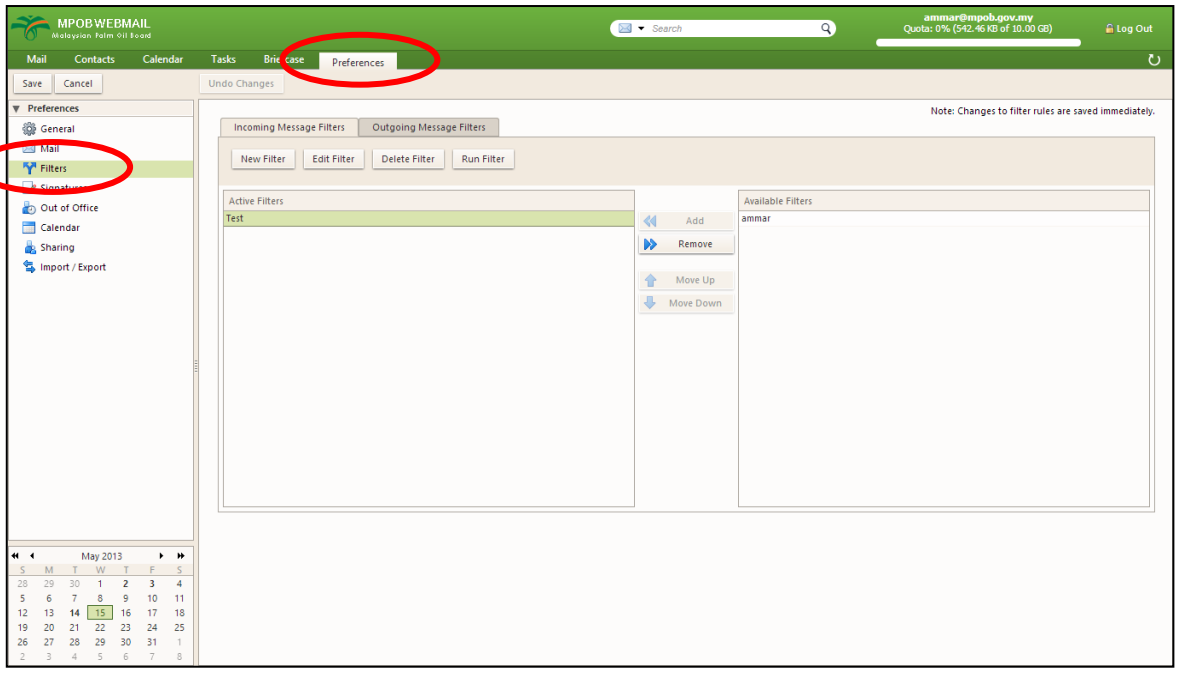


Figure 14: Using Filters

4.2.1 Create a Filter from an Email Message

You can create a filter based on an email message in your Inbox. The filter information is extracted from the message. You can then modify the conditions and actions.

1. Right-click an email message and choose **New Filter.**

   The Edit Filter dialog box appears populated with the information from the email message.
2. In the **Filter Name** text box, type a unique name for the filter.
3. Change the conditions and actions as necessary using the drop-down menus.
4. Click **OK**.

4.2.2 Create a Filter for Calendar Invitations

You can create a filter to organize Calendar invitations that you receive and send.

1. Go to the **Preferences > Filters** page.
2. Click either **Incoming Message Filters** or **Outgoing Message Filters**.
3. Select **New Filter**.
4. In the **Filter Name** text box, enter a unique name for the filter.
5. To make the filter active, check the **Active** box in the upper right corner.
6. In the **Subject** drop-down menu, select **Calendar**.
7. Select an **invite is replied/not reply** or **invite is requested/not requested** condition from the drop-down menu.
8. To add more conditions, click the **+** button and repeat the above steps.
   The order of the conditions does not matter.
9. Under **Perform the following actions,** choose an action from the drop-down menu.
   Depending on the action that you choose, you might need to browse to locate a folder or tag name.
10. To add more actions, click the **+** button and repeat the above step. The actions are applied in the order in which they are listed.
11. If you want more than one filter to be applied to a message, uncheck **Do not process additional filters**.
12. Click **OK**.

4.3 Viewing Filters

4.3.1 View Existing Filters

You can view the filters that you have defined and their status.

1. Go to the **Preferences > Filters** page.
2. Double-click a filter to view information about it.

4.3.2 Change Filter Order

Active filters are applied in the order that they are listed. You can change the order.

1. Go to the **Preferences > Filters** page.
2. Use the Move Up and Move Down buttons to change the order.

4.4 Applying a Filter

You can apply a filter to email messages that you have already received. Using a filter is a quick way to organize email by moving messages into folders.

1. Go to the **Preferences > Filters** page.
2. Click **Run Filter.**
3. Select the folders to which to apply the filter.
4. Click **OK**.

A **Filter run complete** dialog displays after the filter has completed. The messages stated how many messages were processed and how many were affected.

4.4.1 Apply a Filter to a Contact

1. Go to the **Contacts > Contacts** page and select a contact.
2. In the contact's details in the right pane, right click the contact's email address.
3. Select **Add to Filter** and select the filter or create a new filter.

4.5 Editing a Filter

You can modify an existing filter.

1. Go to the **Preferences>Filters** page.
2. Select the filter that you want to change.
3. Click **Edit Filter**.
4. Change the conditions and actions as necessary using the drop-down menus.
5. Click **OK**.

4.6 Making a Filter Active or Inactive

You can turn a filter on or off. If a filter is inactive, it is ignored. Making a filter inactive allows you to keep it for later use rather than deleting it.

1. Go to the **Preferences>Filters** page.
2. Click **Edit Filter**.
3. Uncheck the **Active** box in the upper right corner to turn the filter off.
4. Click **OK**.

4.7 Filtering Using Wildcards

You can use wildcards in comparisons that use the "Matches pattern" comparison operator. The two wildcard characters are * and ?

4.7.1 Asterisk (*)

The asterisk * is a placeholder for "zero or more characters of any type".

- Example subject-line search string: banana*float
- With Matches: Subject lines such as " bananafloat", "bananas", "banana-leaf casserole float" but not "super-banana-float"
- Example subject-line search string: w*bandanna
- With Matches: Subject lines such as "white bandanna" or "whose bandanna" but not "whose bandanna is this?"

4.7.2 Question mark (?)

The question mark is a placeholder for "exactly one character".

- Example subject-line search string: banana?boat
- With Matches: Subject lines such as " bananasboat", "banana-boat", "banana!boat", or "banana boat"

4.7.3 Escape character is Slash: \

There may be times that you will want to specify an exact match on a string that contains characters that normally are considered wildcards. For example, you might want to specify a match on a subject line where the main heading is surrounded on both sides by three asterisks, such as ***MORE MONEY!!!*** or ***FREE GIFT***

To specify a wildcard as itself rather than a substitution for other characters, use the backslash \ immediately before the character. For example the comparison string "*******" specifies a subject with three asterisks before and after any string in the middle (including spaces).

5. ORGANIZING YOUR ACCOUNT

MPOB Webmail System provides several ways to organize items in your account. You can use these features, such as folders, tags, and flags, along with the Search feature to quickly locate and retrieve messages.

5.1 Using Folders

Folders are used to organize your incoming and outgoing email messages. You can create your own folders, or use the system defined folders:

- **User-defined folders**. Folders you create to organize your email are displayed in the Folders list in the Overview pane. Top-level folder names cannot be the same as any other top-level folder in your email, calendar, or address book folders.
- **System folders**. System folders cannot be moved, renamed, or deleted.

  The following are system folders:
  - **Inbox**. New email arrives in the Inbox.
  - **Sent**. A copy of each message you send is saved in the Sent folder.
  - **Drafts**. Messages you have composed but have not sent are saved in the Drafts folder.
  - **Spam**. Most filtering of unsolicited automated email (also known as spam or junk mail) is handled by a spam filter before those email messages reach your Inbox. Email that might possibly be spam mail, but isn't certain to be Spam, can be placed in your Spam folder.
  - **Trash**. Deleted items are placed in the Trash folder and remain there until you manually empty the trash or until the folder is purged automatically.

5.1.1 Create a Folder

You can create a standalone user-defined folder or a folder inside another folder (Sub-Folder), including system folders. You cannot create two folders with the same name within the same parent folder. For example, you cannot have two folders named **Shopping** inside your sInbox folder, but you can have one folder named **Shopping** inside your Inbox folder, and another folder with the same name inside the Sent folder.

1. Go to the **Mail > Folders** page and click the Folders **gear icon**.
2. Select **New Folder**.
3. Enter the new folder **Name** and select a folder **Color**.
4. In the **Folders** tree, select the placement of the new folder.
   - Click **Folders** to have the new folder displayed at the top of the list.
   - Click an existing folder to place your new folder within that folder.
5. Click **OK**.

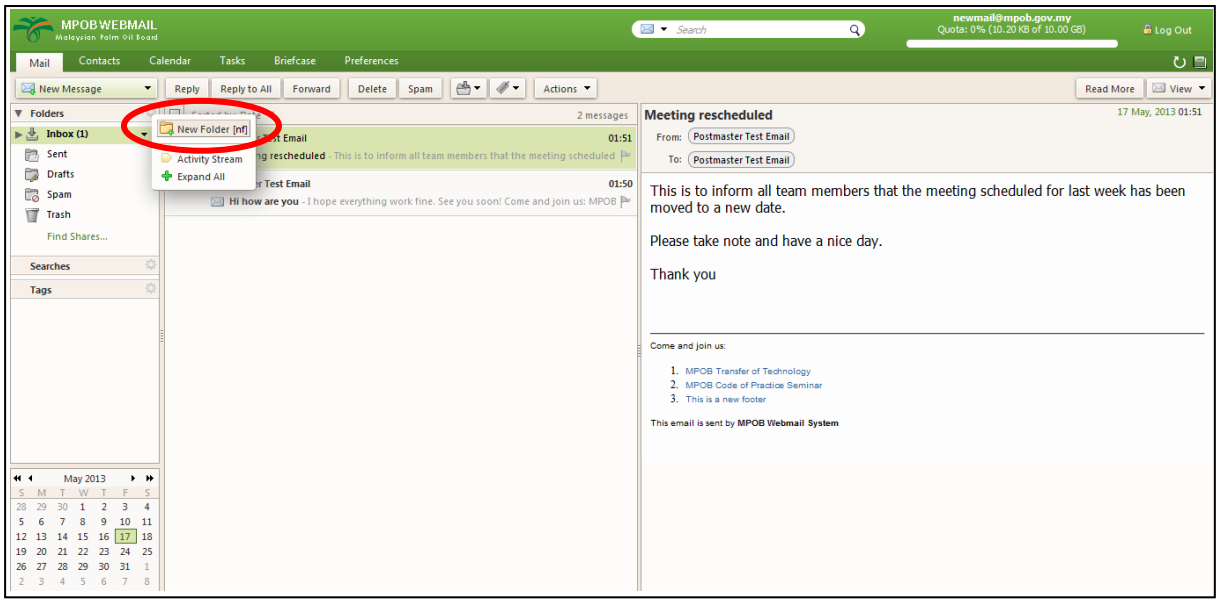


Figure 15: Create New Folder Menu

5.1.2 Rename a Folder

You can rename user-defined folders but not system folders.

1. Go to the **Mail>Folders** page.
2. Right-click a folder and choose **Rename Folder.**
3. Enter the new folder name.

   Folder names can include any character except a colon (:), forward slash (/), and quotation mark (").
4. Click **OK**.

5.1.3 Delete a Folder

You can delete user-defined folders, but not system folders. When you delete a folder, the folder and its contents are moved to Trash. If you want to save some of the messages in a folder before you delete the folder, move the messages to another folder.

You can recover a folder and its contents from Trash by dragging and dropping the folder to another folder.

1. Go to the **Mail > Folders** page.
2. Right-click the folder you want to delete and select **Delete**.

5.2 Using Tags

You can use tags to help classify and organize your email messages, conversations, calendar items, contacts, briefcase, or tasks. For example, you can have a tag for *Immediate Turnaround* and another for *Medium Priority*.

You can tag for tasks or a project tag to sort email, and you can search for all items with a particular tag. You can also apply multiple tags to an item.

Create a Tag

1. In the Overview pane, click the **Tags** gear icon and select **New Tag**.
2. Enter the new **Tag name** and select a **Color** for the tag.

   Tag names can include any character except a colon (:), forward slash (/), and quotation mark (")
3. Click **OK**.

   The new tag is listed under **Tags**.

5.2.1 Assign a Tag to an Item

After you create a tag, you can apply it to an item. You can assign more than one tag to an item to classify it under different categories. If an item has multiple tags, the tag icon is multicolored. Only tags that are not already applied to the item are listed.

1. In the Content pane, right click an item.
2. In the drop-down menu, select **Tag <topic>**. For example, the topic can be a "Conversation", which displays as **Tag Conversation**.
3. Click the tag to apply to the item. A tag icon displays next to the item.

5.2.2 Remove a Tag

1. Right-click an item that is tagged.
2. In the drop-down menu, select **Tag <topic>**. For example, the topic can be a "Conversation", which displays as **Tag Conversation**.
3. Select **Remove Tag**. If the item has multiple tags, select the tag you want to remove or choose **All Tags** to remove all tags.

You can remove a tag from a message when you have the message open in a reading pane. The tag displays in the message header under **Tags**, and you can click the **X** on the tag to delete the tag.

5.2.3 Display Messages with a Specific Tag

- To find tagged message quickly, click a tag in the Tag section of the Overview pane.
  All messages with the selected tag are displayed in the Content pane.

5.2.4 Search for Items by Tag

- To search for a specific tag, type the following into the **Search** field: **tag:<tagname>**. Displays all tags with this name.

Note: *If the tag name is two words, you must use quotes around the tag name.*

5.2.5 Change a Tag Colour

1. Go to **Overview pane>Tags** section.
2. Right-click the tag for which you want to change the colour.
3. Select **Tag Colour** and click a new colour for the tag.
   All tags with the previous colour are changed to the new colour.

5.2.6 Rename a Tag

1. Go to **Overview Pane > Tags** section.
2. Right-click the tag you want to rename and select **Rename Tag**.
3. Enter the **New Tag Name**. (Tag names can include any character except a colon (:), forward slash (/), and quotation mark (")).
4. Click **OK**.

5.2.7 Delete a Tag

Deleting a tag removes the tag from any item that has the tag. The items themselves are not deleted.

1. Go to **Overview pane>Tags** section.
2. Right-click the tag you want to delete and select **Delete**.
3. Click **Yes** to confirm the deletion.

5.3 Using Flags

The flag icon in the message list is a yes/no indicator that denotes whether the email message has been flagged. This can be used to indicate an action-needed item or to distinguish the message or conversation from other items of lesser importance.

5.3.1 Flag a Message or Conversation

1. Place your cursor over the flag column for a message or conversation. The flag icon displays in a shadowed form.
2. Click once directly over the flag icon. The flag icon appears in its active form, which turns the flag red in color.

5.3.2 Remove a Flag from a Message or Conversation

- Click an active flag icon to toggle the flag off. The flag is disabled and the flag colour turns to a grey-scale colour.

6. USING CONTACTS (ADDRESS BOOK)

Contacts is where you can store contact details. Two types of address lists are supported in the Web Client:

- Your personal address books, which consists of contacts you maintain. By default a **Contacts**, **Distributions Lists**, and an **Emailed Contacts** address book are created in Address Book. You can create additional address books and share them with others.
- A **Global Address List (GAL)**, sometimes called Company Contacts, is available to users within your organization. The GAL may contain convenience features such as distribution lists to facilitate communicating with an entire department.

You can add contacts to any of your address books. Only a name is required to create a contact, or you can create detailed contact forms that include full name, multiple email addresses, work, home, and other addresses, phone numbers, and an image. You can also create group contact lists.

The **Emailed Contacts** address book is populated automatically when you send an email to a new address that is not in one of your other address books.

When you compose an email message, the auto-complete feature displays a list of names from your address books that match the text you are typing.

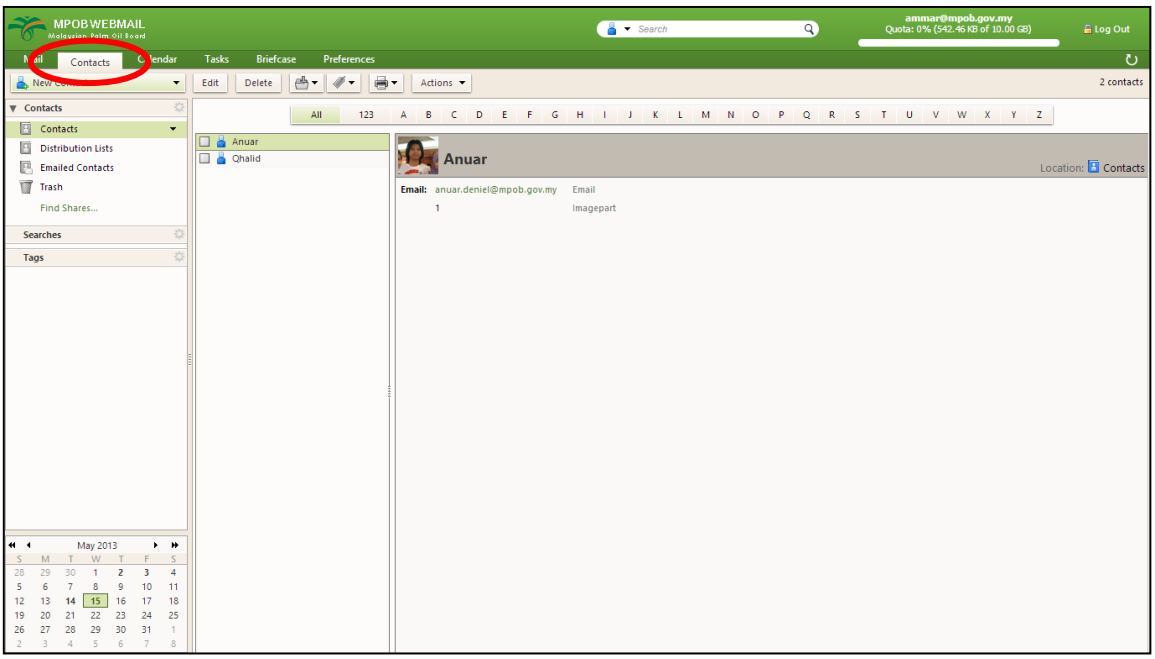


Figure 16: Contacts (Address Book)

6.1 Adding Contacts to an Address Book

6.1.1 Add a New Contact

1. Go to the **Contacts** page and select **New Contact**.
2. Enter the contact information and optionally upload a photo.
   - A plus sign next to a text box indicates that you can add more than one entry. For instance, in the Phone text box, you can add mobile, home, work, and other phone numbers.
3. To add a custom text box, select **Other** from the drop-down menu for the text box and enter the information.
4. Select how and where you want to save the contact in the upper right of the screen.
   - For **File as**, select how to file the name. The default is by last name, first name.
   - For **Location**, select which address book to save the contact.
5. Click **Save**.

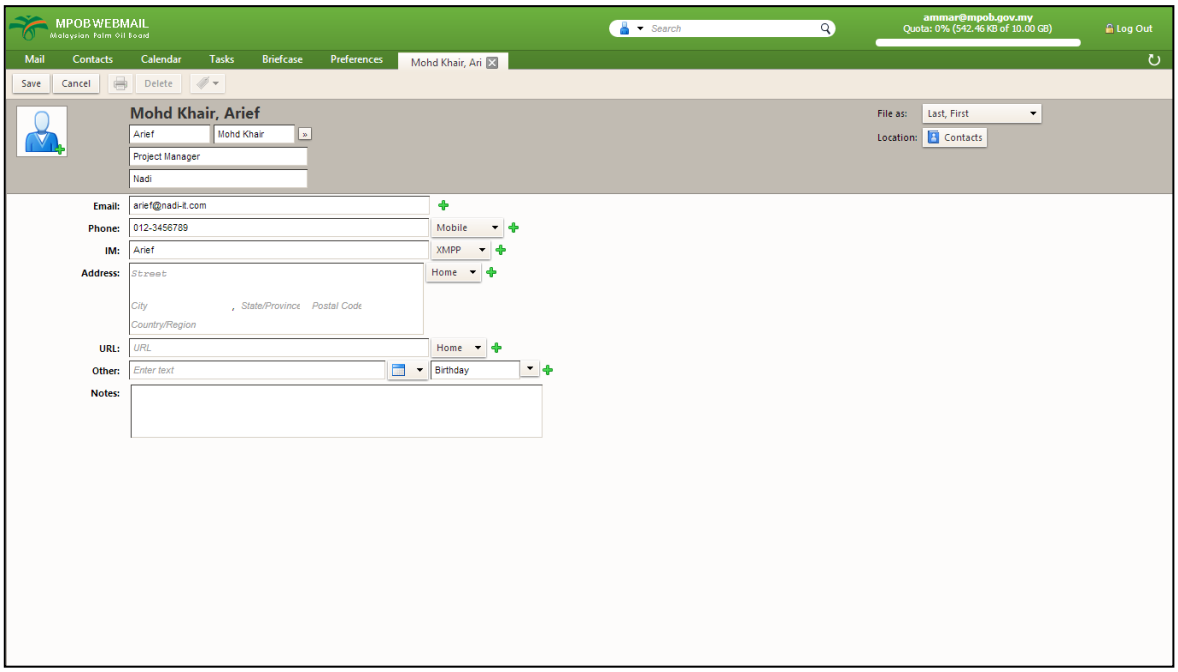


Figure 17: Add New Contact (Address Book)

6.1.2 Add a New Contact from an Existing Email Message

You can add email addresses to an address book directly from the **Sent By, To**, **Cc**, and **Bcc** fields.

1. In an email message, right-click the name to add and choose **Add to Contacts**.
   A new contact form opens pre populated with the information available from the email header.
2. Add additional information and check the pre populated fields for accuracy.
3. Choose how and where you want to save the contact.
   - For **File as**, select how to file the name. The default is by last name, first name.
   - For **Location**, select which address book to save the contact.
4. Click **Save**.

6.2 Viewing Contacts in Your Address Books

- Go to the **Contacts** page and select the address book you want to view.
  The content pane updates with the address book content.

6.2.1 Check if an Email Address is in Your Address Book

- Hover your mouse over an email address. The information associated with the name displays.
- If the name is already in one of your address books, the contact information displays.
- If the name is not in one of your address books, only the email address displays.

6.3 Creating a Contact Group

You can combine multiple email addresses into a **Contact Group** when you want to send the same message to everyone. The Contact Group is assigned a name, called an email alias. When you email a group contact name, everyone whose address is included in the contact group list is added to the address field.

1. Go to the **Contacts>New Contact** drop-down menu and select **Contact Group**.
2. Enter a name for the group.
3. Add members to your group using your address books or enter an email address.
4. Click **Add** or **Add All**.
5. Click **Save**.

6.3.1 Creating a Contact Group from an Address Book List

You can create a contact group within a selected address book. Select members of the address book to become a member of a contact list within the selected address book. This makes it convenient for you to send messages to a particular group of people within an address book, instead of selecting addressees one by one.

1. Go to the **Contacts** page and open an Address book.
2. Select the contacts from the selected address book you want to be in your contact group.
3. Go to **Actions>Contact Group>New Contact Group**.
4. Enter a group name and click **OK**.

   A contact group is created within the address book you selected.

6.3.2 Adding Members to an Existing Contact Group

1. Go to the **Contacts** page and select the contact group to add members.
2. Right-click the contact group and select **Edit Group**.
3. Find a new group member. You can select new group members from the following options:
   - Type a name into the **Find** text box and select the address book from the **in:** drop down menu to search. Click **Search**. Names that match your entry are listed in the address list box. Select the names from the list that you want to add to the group and click **Add** or **Add All**.
   - Select an address book you want to search in the **in:** drop-down menu.

     Select the names from the list that you want to add to the group and click **Add** or **Add All**.
   - Type the email address in the **Or enter addresses below** text box.

     Separate addresses with either a comma (,) or semicolon (;), or pressing **Return**. Click **Add**. Email addresses you type are not verified.

   The selected names are added to the **Members** list.
4. Click **Save**.

6.4 Moving a Contact to Another Address Book

You can move contacts from one address book to another.

1. Go to the **Contacts** page and select the address book from which you want to move a contact.
2. Right-click a contact and select **Move**.
3. Select the new destination address book.
4. Click **OK**.

6.5 Editing Contact Information

1. Go to the **Contacts** page and select the address book that you want to edit.
2. Right-click the contact you want to edit and click **Edit Contact**.
3. Make changes to the contact.
4. Click **Save**.

6.6 Forwarding Contact Information

You can forward contacts in your address book as electronic business cards, called vCards.

1. Go to the **Contacts** page and select the address book that contains the contact you want to forward.
2. Right-click the contact and select **Forward Contact**.

   A compose pane opens with the .vcf file attached.
3. Complete the message and click **Send**.

   Upon receipt, the recipient can download the .vcf directly to their contact list.

6.7 Printing a Contact Name or Address Book

You can print a complete address book or just print the information for one contact.

1. Go to the **Contacts** page and select an address book or contact to print.
2. Click the **Print** icon and select **Print selected contact(s)** or **Print Contacts**.

6.8 Deleting Contacts

Any contact lists you create can be deleted. When contact names are deleted, they no longer appear in your address book and information is not available from the name tool tips for the address auto-completion or from the address search dialog in the email compose window.

Contacts can be deleted in one of three ways:

- From an address book, select the contact to be removed, and click **Delete** on the toolbar.
- Drag the contact name to the **Trash** folder.
- Right-click on the contact and select **Delete**.

6.9 Importing an Address Book

You can import contact lists and address books that are saved in a comma-separated (.csv) file. After the contacts are imported, they are alphabetized by last name in your address book.

1. Go to **Preference>Import/Export** page.
2. In the **Import>File** text box, **Browse** and locate the .csv file to import.
3. Select the **Type** of contact list you are importing. You can select to auto-detect the contact list, or select from the contact lists in the drop-down menu.
4. Select the **Destination** address book to import the contacts or create a new address book. If creating a new address book, click **New** and enter a name, color and location for the new folder.
5. Click **OK**.
6. Click **Import**.

   Depending on the size of the .csv file, the import might take a few minutes.

   When the import is complete, the **Status Box** shows the number of contacts successfully imported.

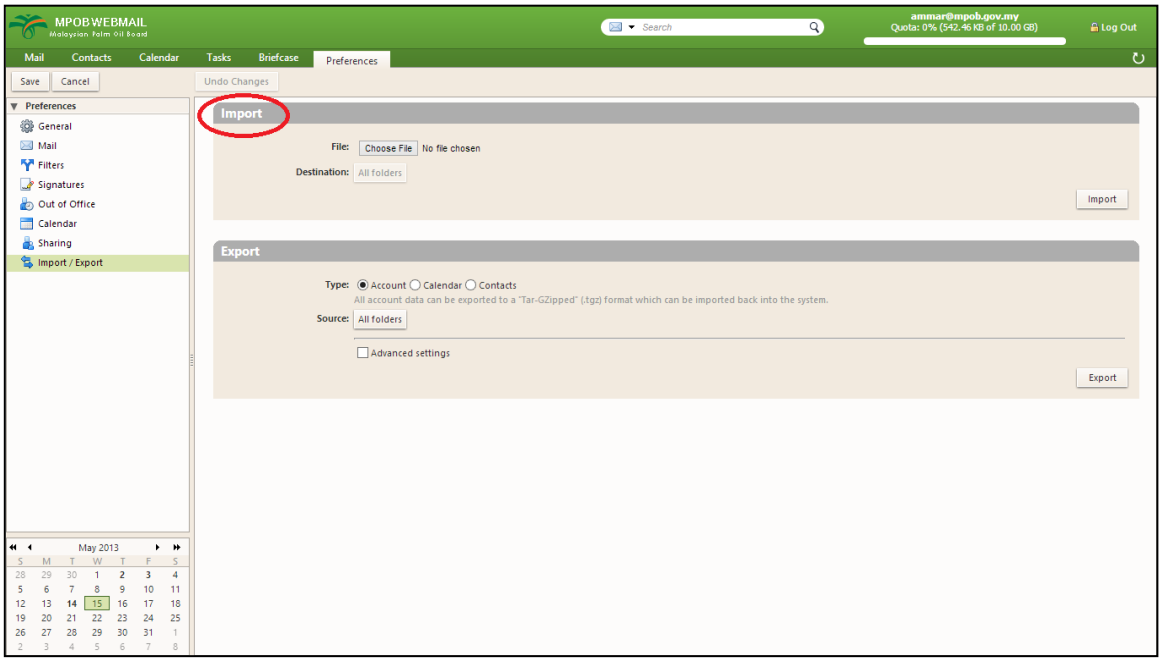


Figure 18: Import Contact (Address Book)

6.10 Exporting an Address Book

You can export your address books to a comma-separated (.csv) file.

1. Go to **Preference > Import/Export** page.
2. In the **Export > Type** section, select what you want to export.

Table 4: Data Export Types

Option	Description
Accounts	All account data can be exported to a "Tar-GZipped" (.tgz) format, which can be imported back into the system. You have the option to select Advanced settings.
Calendar	You can export your appointments in the standard iCalendar (.ics) format, then import them into another calendar program.
Contacts	You can export your contacts in the standard "Comma-Separated Values" (.csv) format, then import them into another contact manager program.

3. Select the **Source** folder of the contacts to export.
4. Click **OK**.
5. Click **Export.**

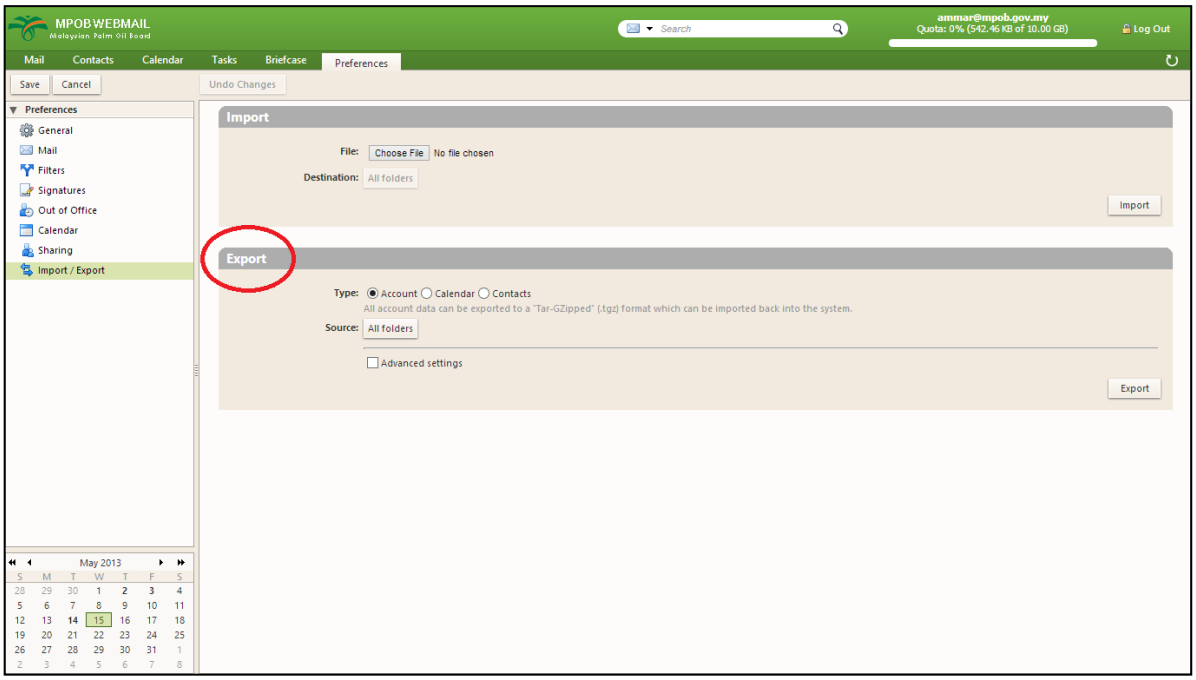


Figure 19: Export Contact (Address Book)

7. WORKING WITH CALENDARS

You can use the MPOB Webmail Calendar to track and schedule appointments, meetings, and events. You can maintain several calendars and move events from one calendar to another. You can also share your calendars with others.

To open Calendar, click the **Calendar** tab. The Work Week is the default view. Your working days and times are in white. Your nonworking time is in gray.

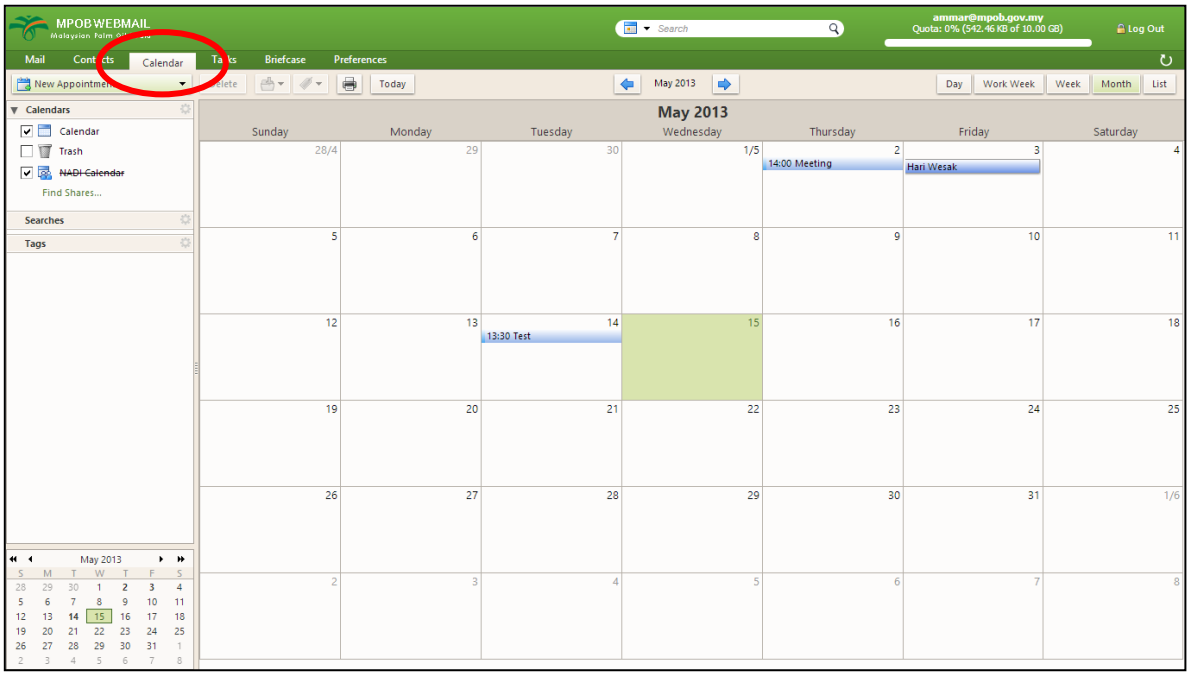


Figure 20: Calendar

7.1 Set Your Default Calendar View

The Work Week view is displayed by default. You can change the view that displays when you open your calendar by:

1. Go to the **Preferences** > **Calendar** page.
2. Select the view from the **Default View** drop-down menu.
3. Click **Save**.

Table 5: Calendar View Types

Option	Description
Day View	Displays activities for the day.
Work Week View	Displays Monday through Friday activities.
7 Day Week View	Displays seven days of activities. You can select which day is the first day of your week in **Start Week on** drop-down menu.
Month View	Displays activities for a month. When you view a monthly calendar, you can double-click on a date and a fish-eye view of the day's appointments displayed by the hour is displayed.
List View	Displays a list of appointments within a specified date range for calendars selected in the Overview pane.

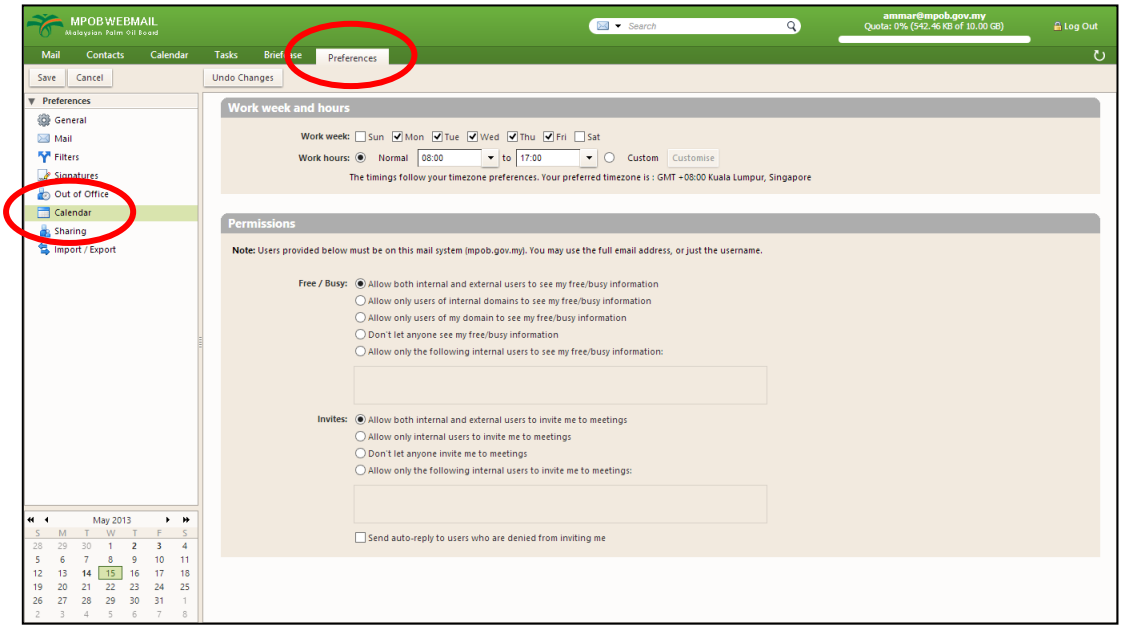

MPOB WEBMAIL
Malaysian Palm Oil Board
Search
ammar@mpob.gov.my
Quota: 0% (542.46 KB of 10.00 GB)
Log Out
Mail
Contacts
Calendar
Tasks
Briefcase
Preferences
Save
Cancel
Undo Changes
Preferences
General
Mail
Filters
Signatures
Out of Office
Calendar
Sharing
Import / Export
Work week and hours
Work week: Sun Mon Tue Wed Thu Fri Sat
Work hours: Normal 08:00 to 17:00 Custom Customise
The timings follow your timezone preferences. Your preferred timezone is : GMT +08:00 Kuala Lumpur, Singapore
Permissions
Note: Users provided below must be on this mail system (mpob.gov.my). You may use the full email address, or just the username.
Free / Busy:
Allow both internal and external users to see my free/busy information
Allow only users of internal domains to see my free/busy information
Allow only users of my domain to see my free/busy information
Don't let anyone see my free/busy information
Allow only the following internal users to see my free/busy information:
Invites:
Allow both internal and external users to invite me to meetings
Allow only internal users to invite me to meetings
Don't let anyone invite me to meetings
Allow only the following internal users to invite me to meetings:
Send auto-reply to users who are denied from inviting me
May 2013

Figure 21: Default Calendar View

7.2 Create a Calendar

One calendar is created for you. You can create additional calendars to keep track of different type of functions. For example, you can create one calendar for work, one for personal appointments, and one for company activities.

1. Click the **Calendar** tab.
2. On the toolbar, select **New > Calendar**.
3. In the **Name** text box, type the name of the calendar.
4. Select a color for displaying the Calendar's activities.
5. To prevent others from seeing your calendar when scheduling appointments, select **Exclude this calendar when reporting free/busy times**.
6. Click **OK**. The new calendar displays in the Calendar list.

7.2.1 Organize your Calendars into Groups

If you manage multiple calendars, you can group the calendars in a hierarchical display. For example, you could group all shared Calendars under a Calendar folder you call Shared.

- In the Calendar Overview pane, select a calendar and drag it to the calendar to be nested under.
- Alternately, right-click the calendar to move and select **Move**. In the **Choose Folder** dialog box select the calendar to move under.

7.2.2 Add Colour to a Calendar

You can colour-code calendars so that activities for that calendar always display in the selected colour, which is helpful when you are looking at activities from multiple calendars in one view. You can use a colour more than once.

1. Right-click on the calendar and select **Edit Properties.**
2. Select a colour from the drop-down menu.
3. Click **OK**.

7.3 View Multiple Calendars

Meetings display in the selected Calendar view in the calendar color selected.

If meetings are scheduled that are not in the current time view, an arrow displays on the calendar's page indicating that there are meetings scheduled that are not in the current view.

1. In the Calendar list in the Overview pane, check the boxes for the calendars you want to view.
2. Select the view.

   Day view shows the calendars side-by-side. The calendar name is at the bottom of the page.

   The Work Week, Week, and Month views show appointments on the calendar by the color associated with the calendar.

7.3.1 View Calendar Activities in a List

The List view gives lets you view details that are not available in the other Calendar views. You can change how the information is presented.

When using the List view you can

- Show appointments in a specific date range. Set the **from-through** dates in the Show appointments text boxes.
- Click the **Calendar** column header to arrange the appointment by individual calendars.
- Click the Status column header to see appointment by your status
- Click the Subject column header to see an alphabetic view of the Subjects.
- Select multiple appointment check boxes to act upon more than one message at a time. Right-click and select the action to perform.

7.3.2 Display All Day Appointments in Your Work Week View

All day events are displayed in the first row of the calendar with no time specified. You can hide all day events in your calendar.

- In Work Week View, click on the thick line in the first row. The first row is hidden.
- Viewing all day appointments can be toggled back on off.
- Click on the thick line below the header row to display the appointments.

7.4 Displaying Your Free/Busy Information

The free/busy feature allows others to see meeting times scheduled on your calendars. The free/busy feature is on by default, but you can turn it off or limit who can see the information.

1. Go to the **Preferences > Calendar** page.
2. Scroll to the **Permissions** section, select the **Free/Busy** option that you want to set for this calendar.

   If you select **Allow only the following internal users to see my free/busy information**, in the text field enter the email address of the internal users.
3. (Optional) In the **Invites** section, specify who can invite you to meetings.

   If you select **Allow only the following internal users** to see my free/busy information, in the text field, enter their internal user names or full email address.
4. If you limit who can invite you to meetings, you might want to select **Send to send an auto-reply to users who are denied from inviting me**.
5. Click **Save**.

Note: *These settings do not affect calendars that you have configured to not display free/busy information.*

7.4.1 Send Your Free/Busy Status to Others

You can email a link of your free/busy status that shows appointments in your personal and shared calendars.

1. Click the Calendars tab.
2. In the Calendar Overview pane, click the gear icon.
3. Click **Send Free & Busy Link As** and select to send the information as either **HTML**, **ICS**, or an **ICS Event**.
4. In the **Compose Email** page that opens complete the address and subject line. The calendar link is in the text area. Add more information if you want.
5. Click **Send** to send the email to the users.

The recipients can click the link to view your schedule. Your calendar updates itself for the recipients when you add new events to your calendars.

7.4.2 Import Your iCal Calendar

You can import iCalendars that are saved in the .ics format. iCalendars are the standard for calendar data exchange over the Internet, and .ics is the standard format for iCalendar information.

1. Go to the **Preferences>Import/Export** page.
2. Browse to the .ics file on your computer.
3. Select the folder for the file or create a new folder.
4. Click **Import**.

7.4.3 Export Your iCal Calendar

You can export calendars in the .ics format.

1. Go to the **Preferences > Import/Export** page.
2. In **Export**, select **Calendar** as the type. You export your appointments in the standard .ics format.

   To import them to another calendar program, see the documentation in the other program for help importing the file.
3. In **Source**, select the calendar to export.
4. Click **Export**. Select **Save to Disk** and click **OK**.
5. Select where to save the file and enter a file name.
6. Click **Save**.

7.5 Adding an iCalendar From an Email Message

When you receive an email message containing a link to an .ics file, you can add the calendar to your Calendar list in the Overview pane.

1. In the message, right-click the .ics calendar link.
2. Select **Create New Calendar**.
3. Enter the calendar name and select the colour for the calendar.
4. If you do not want this calendar included in reporting your free/busy times, select **Exclude this calendar when reporting free/busy times**.
5. Click **OK**.

7.6 Adding External Calendars

You can add your external Google or Yahoo CalDAV calendars and your iCal calendars subscriptions to your Calendars list. Changes to your external calendar are synced to the CalDAV calendar you added.

Note: *Only CalDAV calendars that have SSL enabled and use port 443 are able to sync calendar events to your account.*

1. In the Calendar Overview pane, click the gear icon and select **Add External Calendar**.
2. Select the calendar type to add and click **Next**.
3. Select the type of calendar to add, either **CalDAV account** or an **iCal Subscription**.
4. Enter your email address and password for this account.
5. Click **Next**.
6. In the **Name** text box, type the name for this calendar and select a color.
7. If you want to exclude this calendar from reporting your free/busy time, select **Exclude this calendar when reporting free/busy times**.
8. Click **OK**.

The calendar is added and meetings on the external calendar are synced to the calendar you added.

7.7 Printing a Calendar

You can print your calendars in any of the calendar views. You can select a single calendars or multiple calendars to be included in the printed view.

1. Click the print icon on the Calendar toolbar.
2. In the **Print calendar** dialog box select how the printed copy should be printed.
   - Select which calendars to print.
   - Set the date or date range.
   - Select the which view to print.
   - Set the options based on the view to print.
3. Click **Print**. A preview of the view that will be printed is displayed.

7.8 Deleting a Calendar

You can delete any calendar in your Calendars list, except your default calendar. When you delete a calendar, the meetings created from this calendar are not deleted from the calendars of the invited attendees.

Before you delete a calendar, you should cancel any invitations that you have sent out.

1. In the Calendars Overview pane, right-click on the calendar to be deleted.
2. Click **Delete**. The calendar is moved to the Trash folder.

8. APPOINTMENTS, MEETINGS AND EVENTS

You can create single or recurring appointments, meetings and events. While creating an appointment you can see if attendees are free before inviting them.

8.1 Creating an Appointment

1. Right-click on either the mini-calendar or the start time in one of your calendar views. You can select to create a **New Appointment** or a **New All Day Appointment**.
2. In the **Subject** text box, add a brief description of the meeting. The text added here becomes the description in the calendar.
3. In the **Location** text box enter where the meeting is.
4. In the **Display** drop down menu, select the Free/Busy option for this appointment.
5. If this appointment should be added to a calendar other than the default Calendar, select the calendar.
6. In the **Mark As** drop down select where the appointment is private or public. Details about events that are marked private do not display in a grantee's shared calendar. Only the start and end time, duration, recurrence information, and the organizer's identity are shown in the shared calendar.
7. Define the start and end day and time. If the appointment is recurring, in **Repeat**, select the how often this appointment should be scheduled.
8. (Optional) If you want to add other attendees, schedule a resource, or add notes to the appointment, click **More Details.**
9. Click **OK**.

8.2 Creating a Meeting from the Appointment Page

You can create an appointment from the Calendar tab.

1. On the Calendar header, click **New Appointment**.
2. In the **Subject** text box, add a brief description of the meeting. The text added here becomes the description in the calendar.
3. Define the start and end day and time. If the appointment is recurring, in **Repeat**, select the how often this appointment should be scheduled.
   Select **All day event** to make this appointment all day.
4. In the Attendees text box, type the email addresses, separating addresses by a semicolon (;). As you enter names, the Scheduler opens and the attendees' free/busy information is displayed.

   a. To help you find a time when all attendees are available, click **Suggest Time**. A calendar displays with the availability. As you enter attendee names, the scheduling tool begins to suggest times that all the attendees are available.
   b. If some attendees are not required to be at the meeting, but you want to invite them, select **Show Optional** and type email address in the field. You can also do this in the Scheduler. Click the icon next to the name and select **Optional Attendee**. When the invite is sent, their names are listed as optional.

5. In the **Location** text box enter where the meeting is. If the location is in the company directory, when you start to type, locations that match are listed.
   You can also click **Suggest a location** to see a list of available locations in your company
6. Click **Show Equipment** if you want to reserve equipment resources that have been identified in your company's directory.
7. In the **Display**, select the Free/Busy option for this appointment, which calendar the appointment should be added to, and whether this appointment should be marked as Private.
8. In the **Reminder** drop-down menu, set an alarm notification to remind invitees of the appointment.
9. In the text box below Scheduler, type an email message that is included in the appointment invitation. To add attachments, click the paperclip icon on the toolbar.

10. The default is to ask the attendees to reply to your invitation. If you do not want a response from the attendees, in the Calendar toolbar, click **Options>Request Response** to remove the check mark.
11. If you do not want to send the invite out at this time, click **Save**. Otherwise click **Send**.

8.2.1 Send Invites to Attendees in Different Time Zones

If the time zone is displayed in the appointment page, it reflects the time zone that you are in. You usually do not need to change this. When you schedule meetings with attendees in different time zones, the invitation is sent reflecting the meeting time in their time zone. For example, if you create a meeting with attendees in California and New York, the invitation displays Pacific time for attendees in California and Eastern time (three hours later) for attendees in New York.

8.3 Using the Scheduling Tool to Set Location Preferences

If you always want to reserve rooms that are in a specific location, you can use the Suggested Location tool in the Calendar application to suggest the availability of those rooms when you create an appointment.

1. In the **New Appointment** page, click **Suggest a location**.
2. In the pane that opens, click the gear icon.
3. In the **Suggestion Preferences** dialog box, Location Preferences section enter the information about the location. You can enter just the name of the location, or you can be more specific.
4. Click **OK**.

The column on the right displays locations that meet your requirements. Room locations are displayed if they have been configured in the company directory.

Once you set this up for an appointment, this information is saved and available when you make other appointments.

8.4 Using the Scheduling Tool to Find Attendee Availability

When you schedule meetings, you can check to see when attendees are busy or free so you can find a good time for all attendees to meet. As you add attendees to the Attendees field, a suggestion panel in the Overview pane shows availability in 30 minute time slots for the attendees. The default time preference is to suggest time within your working hours and within the attendee's working hours.

- Only include my working hours. This is the work week and hours you set in your Calendar preferences.
- Only include other attendee's working hours. When searching for a location it takes into consideration everyone's working hours.
- Calculate availability using this number of instances

You can change this.

1. In the **New Appointment** page, click **Suggest a time**.
2. In the **Suggest Times** pane that opens, click the gear icon.
3. Uncheck the boxes you do not want used to calculate attendee availability.
4. Click **OK**.

8.4.1 View Availability in the Mini-Calendar

The mini-calendar suggests attendee availability by colour code.

- Green in the calendar are the days that all attendees and at least one location is available.
- Orange means that not everyone can attend but more than half can, and at least one location is available. You can hover the cursor over the date to see the names of up to 10 people who are not available
- Red means more than half of the attendees cannot attend the meeting on those days.

8.5 Scheduling an All-Day Appointment

You can use the calendar to schedule an all-day appointment, which is called an event.

1. On the Calendar header, click **New Appointment**.
2. In the **Subject** text box, add a brief description of the meeting. The text added here becomes the description in the calendar.
3. Select **All day** and select the start and stop date.
4. In the Attendees text box, type the email addresses, separating addresses by a semicolon (;). As you enter names, the Scheduler opens and the attendees free/busy information is displayed.
    a. To help you find a time when all attendees are available, click **Suggest Time**. A calendar displays with the availability. As you enter attendee names, the scheduling tool begins to suggest times that all the attendees are available.
    b. If some attendees are not required to be at the meeting, but you want to invite them, select **Show Optional** and type email address in the field. You can also do this in the Scheduler. Click the icon next to the name and select **Optional Attendee**. When the invite is sent, their names are listed as optional.
5. In the **Location** text box enter where the meeting is. If the location is in the company directory, when you start to type, locations that match are listed.
6. In the **Display**, select the Free/Busy option for this appointment, which calendar the appointment should be added to, and whether this appointment should be marked as Private.
7. **Reminder**. Set an alarm notification to remind invitees of the appointment.
   If you have configured an email address or SMS alert in your **Preferences>Notification** page, check the appropriate box, **Email** or **SMS**. If you have not configured a notification, click **Configure** to go to the Preferences>Notification page to set this up.
8. In the text box below Scheduler, type an email message that is included in the appointment invitation. To add attachments, click the paperclip icon on the toolbar.
9. The default is to ask the attendees to reply to your invitation. If you do not want a response from the attendees, in the Calendar toolbar, click **Options>Request Response** to remove the check mark.
10. If you do not want to send the invite out at this time, click **Save**. Otherwise click **Send**.

8.5.1 Move All Day Events to a New Day

- To change the date for an all-day event, in the Calendar view select the event and drag it to the new date.

8.6 Creating an Appointment from an Existing Appointment

You can create appointment similar to an existing appointment and the existing attendees, location, notes and recurrent pattern can be quickly set up for new dates and times. You can also modify any of the information before sending the invite.

1. Right-click on the appointment to copy and select **Create a Copy**.
   The appointment compose page opens with all the information of the copied meeting added to the appointment page.
2. To create an appointment exactly as the one you copied, but on another date, you only need to change the start and end date.
3. Make any other changes to attendees, location, text, etc.
4. Click **Send** and an invite is sent to attendees and the appointment is added to your calendar.

8.7 Scheduling an Appointment Within an Email Message

Within an email message, certain text is interpreted as a date and triggers the ability to right-click to create an appointment. Text such as “today”, “tomorrow”, a day of the week (i.e. “Thursday”), or an exact date are highlighted in messages.

1. Hover the mouse over this type of text to see if you have an appointment scheduled.
2. Click on the highlighted text to open your calendar.
3. Create the appointment.

8.8 Using Email Messages to Set Up Meetings

You can quickly create a meeting request by dragging and dropping a message, conversation to a date on the mini-calendar. When you drag and drop a message or conversation, the information in the message is used to populate many of the fields on the Appointment page.

1. Click a specific message or conversation and drag it to a date on the mini-calendar.
2. The Add Attendees dialog opens The appointment page opens with many of the fields populated from information in the message.
   - The Subject of the appointment is the subject of the message.
   - The attendees are all the email addresses in the To: and Cc: fields of the message, or the most recent message in conversations. When you drag a contact from your contacts lists the mini-calendar, the contact's first email address is added to the attendee field.
   - The text of the message becomes the text of the invitation. Message attachments are not attached to the appointment request.
3. In the appointment page, review the meeting request details and make any necessary changes.
4. Set the time for the meeting, and, if this meeting recurs, set any recurrence.
5. Click **Send.**

8.8.1 Create a Meeting Request From a Contact

1. Click on a name from your Address Book contact list and drag the name to a date on the mini-calendar. The appointment page opens with the contact name in the Attendees field.
2. Enter the subject, location, time, and other attendees. if this meeting recurs, set any recurrence.
3. Click **OK** to send the invitation.

8.9 Changing an Appointment or Meeting

You can change meeting or appointment information. If you created a recurring meeting, you can change one occurrence or the series of meetings. You can select to send or not send an email to attendees to update the meeting details.

1. Double-click on the meeting that you want to change.
   If the meeting is recurring, the **Open Recurring Item** dialog opens.
   You can change either a single instance of a recurring meeting or the entire series.
2. Click **OK** to open the **Appointment** page.
3. Change any information necessary.
4. The default is to ask the attendees to reply to your invitation. If you do not want a response from the attendees, in the Calendar toolbar, click **Options>Request Response** to remove the check mark.
5. Click **Send** to send the revised meeting details to the attendees.

8.9.1 Resend a Meeting Invitation

As the organizer of a meeting you can resend a meeting invitation.

- In Calendar view, right-click a meeting that you organized and select **Re-invite Attendees**. The invitation is immediately re-sent to all attendees.

8.10 Cancelling a Meeting

If you created a meeting, you can cancel it. If you created a recurring meeting, you can delete one occurrence or the entire series. An email is sent to attendees to inform them of the cancelled meeting. Deleting a meeting is permanent; you cannot undo the deletion.

Note: *Only the originator of an appointment can cancel the appointment. Attendees can remove the appointment from their own calendars, but they cannot cancel the entire appointment.*

1. In the calendar view, right-click the meeting and select **Cancel**. A confirmation box appears.
2. Click **Edit Message** to edit the email sent to attendees.
3. Click **Send** to send the cancellation message.

   The appointment is immediately removed from your calendar. An email is sent to the attendees, and the appointment is deleted from their calendars.

8.10.1 Delete One Meeting in a Series

1. Right-click on the appointment and select **Instance**.
2. Select **Delete Instance**.
3. When deleting an instance, click **Edit Message** to edit the email sent to attendees. Click **Send** to send the cancellation message.

   The appointment is immediately removed from your calendar. An email is sent to the attendees, and the appointment is deleted from their calendars.

8.10.2 Delete All Meetings in a Series

1. Right-click on the appointment and select **Series**.
2. Select **Delete Series**.
3. Select either to delete all occurrences of the meeting from your calendar (both past dates and future dates) or to delete all references from this date and future dates. Click **Yes**.
4. Click **Edit Message** to edit the email sent to attendees. Click **Send** to send the cancellation message.

   The appointment is immediately removed from your calendar. An email is sent to the attendees, and the appointment is deleted from their calendars.

   You cannot undo a delete.

8.11 Receiving a Permission Denied Message

If you send out an invitation to a meeting and you receive an email message that says "You do not have permission to invite this users to a meeting" from an attendee, the attendee has set up their Calendar permissions preferences to limit who can invite them to a meetings.

8.12 Printing an Appointment or Meeting

You can print the appointment details.

1. Open the appointment.
2. Click the **Print** icon on the toolbar.
3. Click **OK**.

8.13 Responding to a Meeting Invitation

Invitations to meetings are delivered to your Inbox, and if you have the Calendar preferences **Automatically add received appointments to calendar** enabled, the meeting is also added to your default Calendar and marked New.

You can respond to the invitation either from the Inbox or from the Calendar pane.

1. Open the message that contains the meeting request in either Inbox or right-click the appointment in the Calendar.
2. Select whether you want to accept or decline the meeting. If you want to propose a new time, the meeting organizer receives an email with the suggested time.
   A reply is automatically sent to the meeting organizer.

After you respond to the meeting invitation, the invitation is moved to the Trash, and **New** is removed from the calendar notice. Declined appointments display on your calendar in a faded view, as a reminder of the meetings you declined. You can delete the declined meetings any time.

8.13.1 Forward a Meeting Invite

You can forward invite emails you receive.

1. In Calendar view, select the appointment to forward.
2. In the Actions drop-down menu, click **Forward Instance**.
3. In the email that opens, enter the forwarding addresses, add any comments to the Compose text area and click **Send**.

9. USING TASK LIST

The **Tasks** feature lets you create to-do lists and manage tasks through completion. You can add tasks to the default task list, and you can create other task lists to organize your to-do lists by more specific activities, such as by work or personal projects.

9.1 Creating a Task List

When you create a new task, you select a Task folder, also referred to as Task list, for which to track the task. By default, the **Tasks** list gives you a list view of all your tasks in the Tasks folder. You can create different task lists, in addition to the default Task list, and configure the lists to synchronize with the tasks from a remote iCal To Do list.

1. Go to the **Tasks** page.
2. In the Overview pane, click the Tasks **gear icon** and select **New Task List**.
3. Enter a **Name** and select a **Colour** for the new task list.

   To **Synchronize tasks from a remote service**, select the check box and enter the URL.
4. Click **OK**. The task list is displayed in the task list.

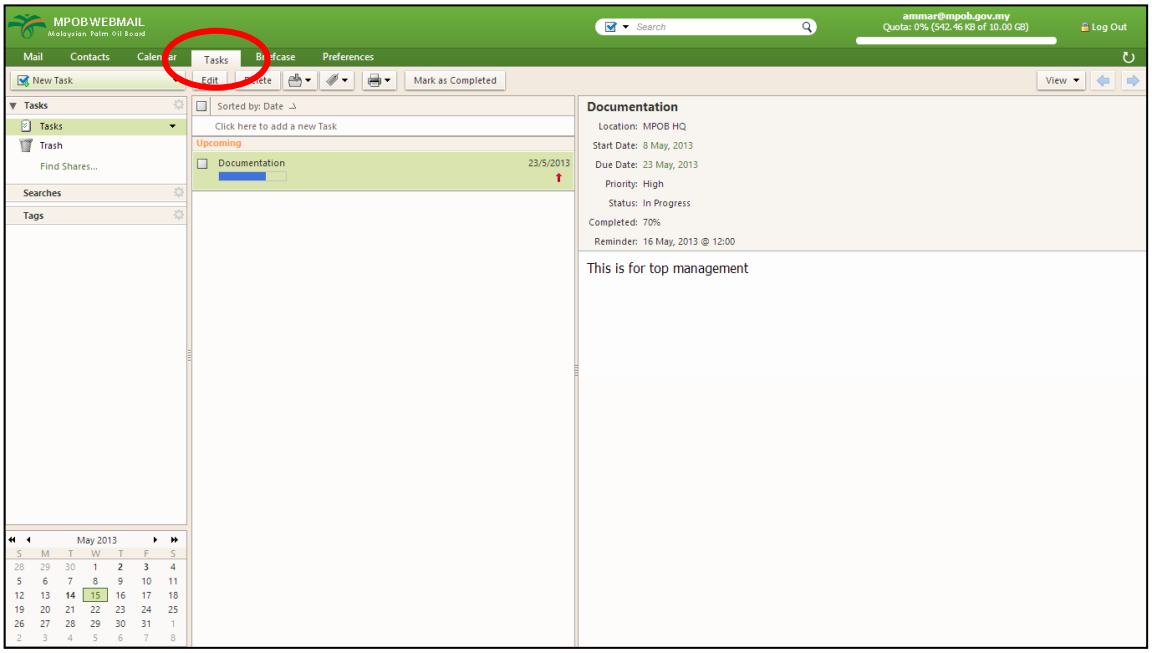


Figure 22: Tasks

9.2 Creating a Task

Create a new task by entering the task name in your tasks list, or you can open a new task page and add detailed information about the task and include notes and attachments.

9.2.1 Add a Task Quickly

1. Go to the **Tasks** page and in the Overview pane select the task list to which you want to add a task.
2. In the **Click here to add a new task** text box in the Content pane, enter the new task name.
3. Press **Enter**. This adds the task subject to your task list, but it does not give any details. To add details, edit the task.

9.2.2 Create a Detailed Task

You can use your task lists to create and track the progress of a task. In addition, you can write notes and attach files for easy access from within the task. Having all of the relevant information with your task is useful when you share your task list with others.

You can estimate the length of the project by entering the start date and the due date and set the priority. When you start the task you can select the status such as *Not Started* or *In Progress*, and select the percentage complete.

1. Go to the **Task** page and select **New Task**.
2. In the **Details** area, enter the task information. Only **Subject** is required to give the task a name.
3. In the **Progress** area, enter the information to track the progress of the task. This information is not required for your task.
4. Click **Save.**

Table 5: Tasks Description Options

Option	Description
Subject	(Required) Enter a brief description of the task. The text added becomes the description in the task list.
Location	Enter where the task occurs.
Priority	Select the priority for this task.
Task List	Select the task list where you want this task displayed.

Table 6: Tasks Detailed Options

Option	Description
Status	Select the status for this task. You can reopen this task and change the status at any time.
Percentage	Select a percentage to go with the status of the task. You can reopen this task and change the percentage at any time.
Start Date	Define the start date for the task.
Due Date	Define the due date for the task.
Reminder	Set a reminder date and time. • If you have configured an email address or SMS alert in your **Preferences>Notification** page, check the appropriate box for the reminder. • If you have not configured a notification, click **Configure** to go to the **Preferences>Notification** page to set this up.
Add attachments	Click **Add Attachments** on the tool bar to add any notes in the text field and to add attachments.

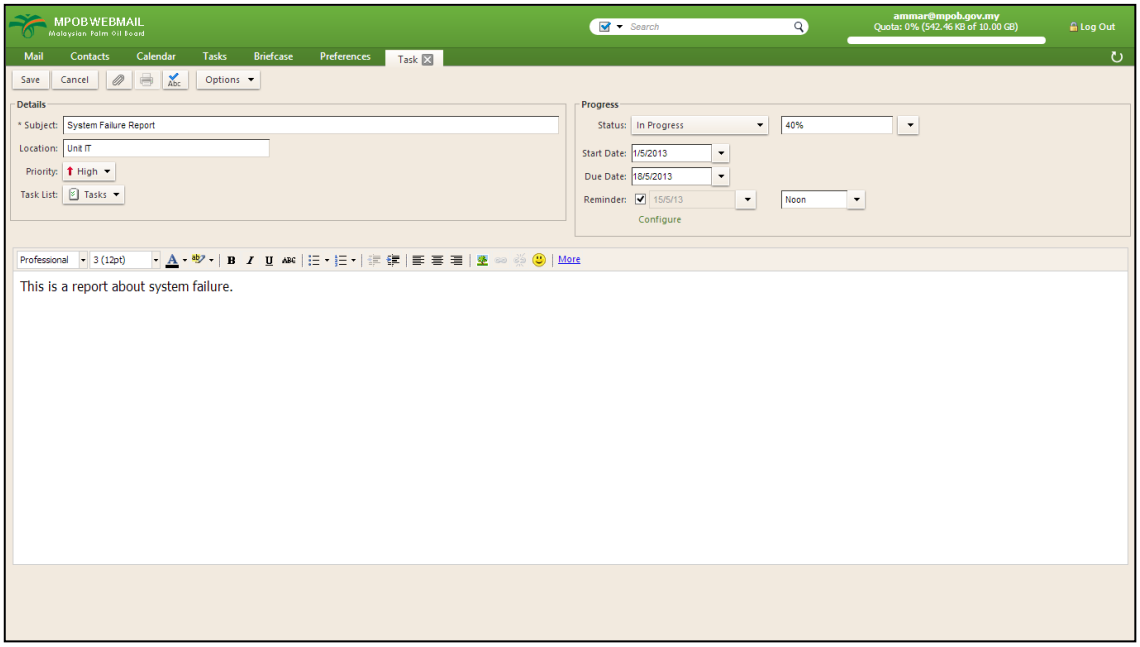


Figure 23: Tasks Option Interface

9.3 Viewing Tasks in the Reading Pane

You can enable a Reading pane to view the content of a task without opening the task. The Reading pane can display at the bottom of the Content pane, on the right of the Content pane, or you can turn it off so there is not reading pane.

1. Go to the **Tasks** page.
2. Click **View** on the Task toolbar to select how to display the Reading pane.

Table 7: Tasks View Options

Option	Description
Reading Pane At The Bottom	The task list view displays at the bottom of the pane.
Reading Pane On the Right	The task list view does not show the status of a task, and the percentage completed is shown as a progress bar.
Reading Pane Off	The reading pane does not display

9.4 Changing a Task

As you progress on a task, you might want to add information, change the status and percentage completed, or mark the task complete.

Option Description

Update a Task

1. Go to the **Tasks** page and select the task that you want to edit.
2. Click **Edit** and make the changes to the task information.
3. Click **Save**.

9.4.1 Mark a Task Complete

1. Go to the **Tasks** page and select one or more tasks that you want to mark as complete.
2. In the Task page header, select **Mark as Completed**.

The task information remains in your task folder until you delete the task.

9.5 Moving a Task to Another List

1. Right-click a task and select **Move**.
2. Select the destination list to where you want to move the task.
   - Enter the task list name, or use the keyboard arrows to navigate to the destination list.
   - Click **New** to create a new task list.
3. Click **OK**.

9.6 Sorting Tasks within a Task List

You can sort a task list to quickly see tasks by status.

1. Go to the **Tasks** page.
2. In the Overview pane, select the task list you want to sort.
3. In the header of the Content pane, right-click the **Sorted by** drop-down menu.
4. Click how you want to sort the task list.

9.7 Filtering Tasks by Status

You can filter tasks in your task list to quickly see tasks by status.

- In **Filter by** drop-down menu on the **Task** toolbar, select which type of tasks you want to view.

Table 8: Tasks Filter Options

Option	Description
Not started	Shows tasks that are not started.
Completed	Shows tasks that are complete.
In Progress	Shows tasks that are in progress.
Waiting for someone else	Shows tasks that are waiting for someone else.
Deferred	Shows tasks that are deferred.
All	Shows all tasks, no matter the status.
To-Do List	Shows tasks with the status of In Progress, Not Started or, if the task is overdue, waiting for someone else.

9.8 Deleting a Task or Task List

9.8.1 Delete a Task

1. Go to the **Tasks** page.
2. In the Overview pane, select the task list that contains the tasks you want to delete.
3. In the Content pane, select the task(s) to delete. You can select multiple tasks by selecting the check box next to the task.
4. Click **Delete** in the toolbar.

   You can immediately undo this action by clicking the **Undo** link that appears at the top of the page. The task is moved back to its original location.

9.8.2 Delete a Task List

When deleting a task list, you can only delete task lists that you have created.

1. Go to the **Tasks** page.
2. In the Overview pane, select the task list you want to delete.
3. In the drop-down menu, select **Delete**.

9.9 Printing a Task or Task List

You can print all the tasks in your list or you can select specific tasks to print.

1. Go to the **Tasks** page.
2. In the Overview pane, select the task or task list that you want to print. To select multiple tasks, use the check boxes next to the task.
3. In the Content pane, select the task list or tasks to print.
4. On the Task toolbar, click **Print** and select whether to **Print selected task(s)** or to **Print Task Folder**.
5. In the Print dialog, click **OK**.

9.10 Importing a Task Lists

You can import task lists that are saved to a .tgz file.

1. Go to **Preferences>Import/Export**.
2. In **Import>File**, click **Browse** to locate the task list tgz file to import.
3. For the **Destination**, click **All folders** and select the task list that the tasks will be imported into or create a new task list.
4. Click **Import**.

Depending on the size of the .tgz file, the import might take a few minutes.

9.11 Exporting a Task List

Your task list is exported and saved in a .tgz file format.

1. Go to **Preferences > Import/Export**.
2. Select the **Source** and check the **Advanced Settings** box
3. Remove the check box from all applications except **Tasks**.
4. Click **Export.**
5. Check **Save to disk**.
6. Click **OK**.

10. WORKING IN BRIEFCASE

Briefcase can be used to share and manage documents that you create in Briefcase or documents and images that you upload to your Briefcase folders. Use Briefcase to save files in your MPOB Webmail System account so that you can access these files whenever you log in to your account from any computer.

You can share your briefcases folders with others who can view and edit the files in the shared Briefcase.

You can create multiple briefcase folders and then upload any type of file from your computer or your computer networks, save attachments sent with your email messages, and create new documents.

Files in Briefcase are copies of the original file, whether the file is on your computer or an attachment to your email. Changes you make to files in your briefcase do not change the original file.

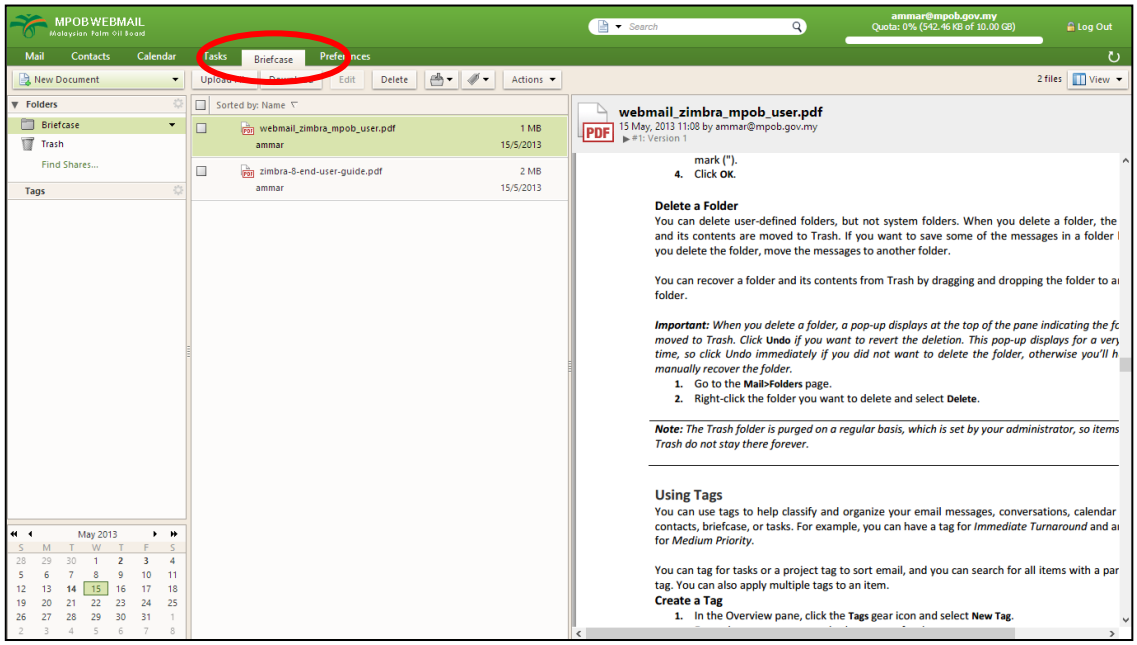


Figure 24: Briefcase Page

10.1 Creating Briefcase Folders

1. Go to **Briefcase > Folders**.
2. Click the **gear icon** and select **New Briefcase**.
3. Enter a **Name** for the new briefcase folder.

   The briefcase folder name must be unique within the hierarchy of your all of mailbox folders. This name cannot match any top-level folder in your mailbox, calendar, or address book. For example, if you have a calendar named Holidays, you cannot name a top-level briefcase Holidays.

   Holidays could be a name of a briefcase within another briefcase.
4. Select the **Colour** of the new briefcase file.
5. Select the folder hierarchy, either under Folders or under another briefcase folder. You can create a new top-level briefcase, or you can place it under an existing briefcase.
6. Click **OK**.

10.2 Adding Files to Your Briefcase Folders

Uploading a file copies a file from your personal computer to your MPOB Webmail System account. This makes the file available any time you log into your account. You can upload files in the following ways:

- Clicking attachments you receive with your email messages.
- Using the file upload tool when working in Briefcase

10.2.1 Upload Files to Briefcase

1. Go to the **Briefcase** tab and select the Briefcase to save the file.
2. Click **Upload File** and **Browse** to find the file to upload.
3. In the **Notes** text field, add any information about the file. This information is displayed in the file list.
4. To add another file, click **Add**.

   You cannot upload a file with the same name to the same briefcase. If a file is uploaded that already exists in the folder, an Upload Conflict dialog displays. You can either click **Yes** to upload the file, overwriting the existing file, or click **No**.

   The version number is updated if a file is overwritten.
5. When all files are uploaded, click **OK**.

Note: *If you selected the wrong briefcase, you can use drag and drop to move the file to the correct Briefcase folder.*

If the file is too large, a warning displays. Files that you upload impact your account quota.

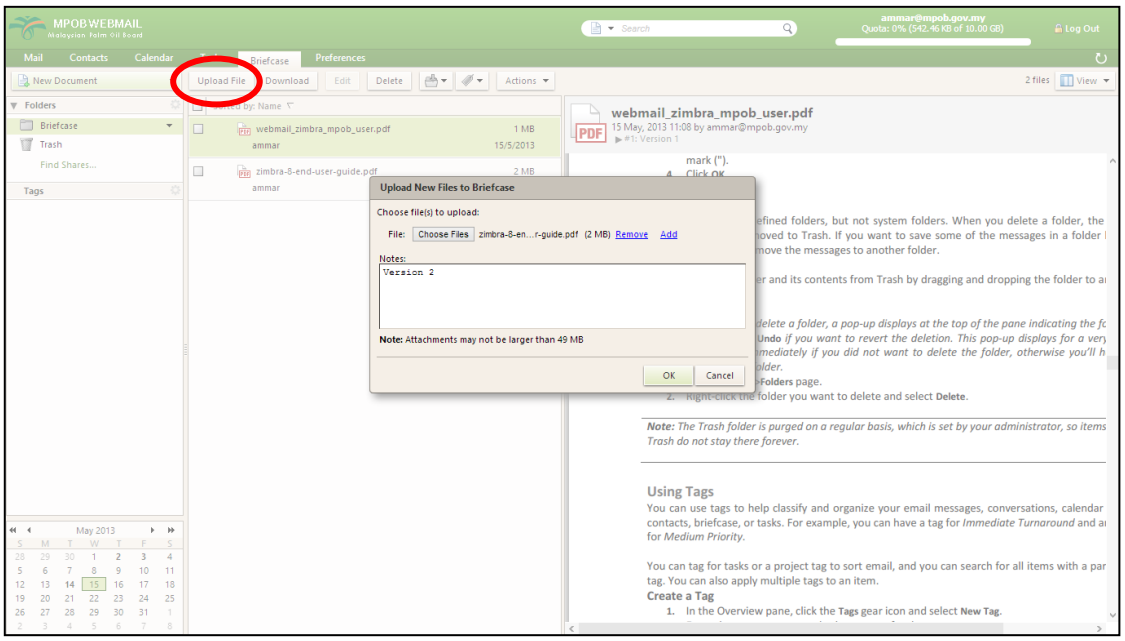


Figure 25: Briefcase File Upload

10.2.2 Upload Email Attachments to Briefcase

1. To add the attachment, click the **Add to Briefcase** link in the message header next to the Attachments link.
2. In the **Add to Briefcase** dialog, select the destination folder or create a new briefcase folder.
3. Click **OK**.

10.3 Checking Out and Checking In Files to Briefcase

You can open files in your Briefcase any time you log on to your account. You must have the appropriate software application to open and read or updated files that you did not create with the documents tools in Briefcase.

If you have shared a briefcase with others, you may want to use the check-out and check-in feature of Briefcase to manage editing of files. The check out and check in process is slightly different depending on whether the file is one you uploaded to your briefcase or a document created in briefcase.

1. Go to the **Briefcase** tab and select the file that you want to check out.
2. Click **Actions** > **Check Out File**.
3. In the dialog that displays, select to save the file to your computer.
   Because you checked out the file, you must save it to your computer to edit it, as the file has been marked as read-only and changes to the file cannot be saved.
4. Edit the file with the appropriate tool and save it.
5. After you saved the file to your computer, right-click on the locked file from the Briefcase file list and select **Check In File**.
6. In the **Check In File to Briefcase** dialog that opens, browse to the edited file on your computer. If you want to add information about changes, enter this is the **Notes** text area.
7. Click **Check In**. The file is uploaded. The lock is removed and the file details, including a new version number and notes, are updated in the file list.

10.4 Managing Version Control of Files in Briefcase

Version control lets you manage changes to your documents in Briefcase.

Each time you make a change to a file and save the file, the version number is updated. The latest version number is displayed in the file document list.

10.4.1 View Version History of a Briefcase File

- Click the arrow in the preview pane to see the version history and the authors. If preview pane is turned off, you will see a column with the version number.

10.4.2 Restore a Document to the Previous Version

- Right-click on another version and select **Restore as Current Version**.

10.4.3 Delete a Document from Briefcase

1. Go to the **Briefcase** tab and select the document you want to delete.
2. Click **Delete**. Each version of a file counts against your account quota.

10.4.4 Rename a File

Renaming a file creates another version of the file.

1. Go to the **Briefcase** tab and select the document you want to rename.
2. Right-click on the file and select **Rename**. The Name field is changed to an editable field.
3. Edit this field to change the file name. Remember to keep the same extension in the file name or it may not be editable later.
4. Press **Enter**.

10.5 Creating Documents in Briefcase

You can create documents in Briefcase and design the content layout using the rich-text format tools available in Briefcase.

1. Go to the **Briefcase** tab and select the Briefcase folder where you want to create a new document.
2. Click **New Document.** A blank page appears:
3. Compose the content of the page using the rich text editor. You can add style, color and tables to your page from the toolbar links.
4. Enter the name of the new document in the **Save** field.
5. Click **Save**.

10.5.1 Format with the Rich-text Editor

When you edit using the rich-text editor, the two-row toolbar lets you easily format your page layout. Select, change, or add the following:

- Font sizes, faces, and colours
- Text styles
- Background colours
- Tables
- Attachments
- Images

These formatting tools work the same as many word processing tools.

10.6 Viewing Files in Briefcase

1. Go to the **Briefcase** page.
2. Click **View** on the Task toolbar to select how to display the file in the Preview Pane.

Table 9: Briefcase File Viewing Options

Option	Description
Preview Pane At The Bottom	The Briefcase preview pane displays at the bottom of the pane.
Preview Pane On the Right	The Briefcase preview pane displays on the right.
Preview Pane Off	The Preview Pane does not display

10.7 Working in Briefcase

In Briefcase, you can open files to work in them, create new documents directly in the briefcase folder, move files, tag files and send an email with a link to a file in your Briefcase. The toolbar is your direct link to many of these features.

10.7.1 Open Files in Briefcase

You can open files in your briefcase from any computer. You must have the appropriate software application to open and read or update the file. Common file formats such as text files, HTML files, and images such as .gif or .jpg files can be opened in a variety of programs.

1. Go to the **Briefcase** tab and select the file to open.
2. Click Download. Browse to the application to open the file, or save the file to your computer.

10.7.2 Move Files in Briefcase

You can move files from one briefcase to another.

1. Go to the **Briefcase** tab.
2. Right-click the file you want to move.
3. Click **Move** and select the destination folder or create a new briefcase folder.
4. Click **OK**.

10.7.3 Tag a File in Briefcase

1. Go to the **Briefcase** tab and select a file to tag.
2. Click the **Tag** drop-down menu and select a tag.

   Tags only display in the Detail view.

10.8 Sending Files from Your Briefcase

10.8.1 Send an Email with a Link to a File

You can send an email that has a link to a file in briefcase. The recipient must have appropriate share permission to work with the file and the appropriate software to open the file. Any modifications they make to a linked file are reflected in the file in your Briefcase folder.

1. Go to the **Briefcase** tab and select the file to share.
2. Click **Actions** and select **Send link(s)**. A confirmation pane opens reminding you that the recipient must have permission to view the content of the folder. Click **Yes** to proceed.
3. A new compose email message opens with the link displayed in the body of the message. Complete the email message and click **Send** to mail the message.

10.8.2 Send a File as an Email Attachment

You can send a file as an attachment to an email directly from Briefcase. The recipients must have the appropriate software to open the file.

1. Go to the **Briefcase** tab and select the file to attach.
2. Click **Actions** and select **Send as attachment(s)**. The email compose page opens with the file attached.
3. Add the recipient's email address and complete the email message.
4. Click **Send**.

11. SHARING YOUR ACCOUNT FOLDERS

Sharing lets you give others access to folders in our account. You specify which items to share and the level of access. You invite a user to share, and the user can accept or decline the invitation.

The Sharing page under Preferences helps you manage your shared items.
This page shows the folders you shared with others and folders that are shared with you.

11.1 Accessing Privileges

You can share your folders with specific internal users and external users or make a folder public. External and public users can only view content - they cannot make changes.
When you share a folder with internal users, you determine the type of access privileges to give the user. You can set permissions per user or group. You can edit the access rights and revoke permissions at any time.

11.1.1 Roles for Internal Users

You assign internal users or groups privileges using roles. The user or group must have a valid address in your company's mail server.

- **Viewer**. Can read the contents of the shared folder, but cannot make changes to the content.
- **Manager**. Can view and edit the content of a shared folder, create new sub folders, edit and delete files in the shared folder.
- **Admin**. Can view, edit, add, remove, accept, decline, and administer content.
- **None**. Temporarily disables access to a shared folder without revoking the share privileges. Users still have the shared folder in their mailbox but cannot view or manage the content.

11.2 Type of Items to Share

11.2.1 Share Mail Folders

You can share any of your mail folders, including your Inbox folder, with internal and external users. You cannot share the Trash and Junk folders. Users that you share with can see the content of the folder but the information is not saved to their mailboxes.

Users that have the manager role have full permission to view and edit the contents of the shared mail folder, create new sub-folders, send email on the your behalf, and delete email messages.

Users with the admin role have full permission to view, edit the content of the mail folder, create new sub-folders, send email on your behalf, delete email messages, and share your mail folder with others.

Copies of the messages the user sends on your behalf are saved in your mailbox, and if the user deletes something from your mailbox or marks it as spam, the message is moved to your Trash folder or Junk folder.

If the user has access to more than one of your folders, the user can:

- Move the contents from one folder to another folder in your mailbox.
- Copy an email message from your folders to their mail folders. Your folder also retains a copy.
- Create folders within the shared mail folder. The new folder appears in the your mailbox.

11.2.1.1 Scenarios for Sharing a Mail Folder

- Your sales department wants one central mailbox for all email messages requesting information about a product, and everyone in sales should be able to view email messages when they come in. You can give everyone in the department permission to view the mail folder, and they can copy the messages to their mailbox. You could also give them permission to manage the mail folder and reply on behalf of this address.
- A manager is often out of the office and does not have time to respond to email messages, so access is granted to the manager's assistant. The assistant can respond to email on the manager's behalf, create folders to organize messages, and delete messages.
- Instead of sending email messages to dozens of addresses every time you have an announcement, you can identify one of your folders as a public folder that contains the email announcements. You can assign shared access to only specific email addresses and set a password that must be entered to view the content. Or you can create a URL, and anyone who has the URL can view the content.

11.2.2 Share Address Books

You can share any of your address books with internal and external users. Sharing your address book is useful for giving others access to contacts for a specific project. You can choose to make the address book view-only or allow internal users to edit, add, and delete names.

11.2.3 Share Calendars

You can share your calendars with internal and external users. Sharing our calendar is a way to let others see or handle your schedule. You can choose to make the calendar view-only or allow someone to create meetings and manage invites. When you share your calendars with internal users, you can select the type of access the internal users can have:

- **Manager** gives full access to view and modify the calendar.
- **Administrator** gives full access to view, modify, share, and revoke calendar shares.
- **Viewer** gives read-only access. External guests and the public have read-only access.

The calendar you share shows your private appointment time as busy but does not show details about the appointment. When you create the share, you can select to allow internal users or groups and external guests to see your private appointment details.

11.2.4 Share Task List Folders

You can share your Task List folders with internal and external users. You can choose to make the task lists view-only, or allow someone to edit, add, or delete tasks.

11.3 Sharing a Folder

You can share your mail folders, address books, calendars, and task lists folders. You invite a user to share, and the user can accept or decline the invitation.

***Note: y**ou cannot share the Trash or Spam folders.*

1. Right-click the folder that you want to share.
2. Click **Share Folder**.
3. In the **Shared Properties** dialog box, select whether you want to share with internal, external, or public users.
4. Depending on with whom you share, do the following:
   - For **Internal users or groups**, enter the user's email addresses. In the **Role** area, select the access privileges.
   - For **External guests**, enter user's email addresses. External guests are sent an email message with a link to the shared item. They create a display name and password the first time they go to view the shared item.
   - For **Public**, enter the **URL** to use.

5. In the **Message** area, select which type of message to send to those who you are granting access. This message can be sent to internal users and external guests. **Note**: If you selected **Public**, you must notify the public of the URL.
6. Click **OK**.
7.

If the user accepts the invitation to share the folder, a copy of the folder is put in the user's account.

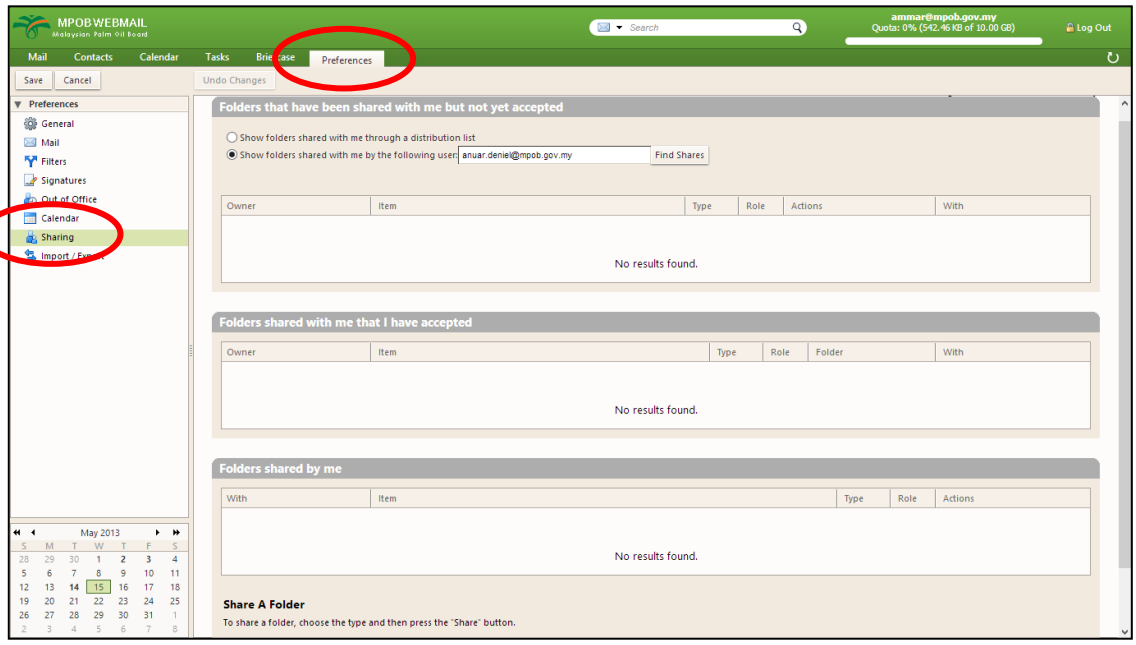


Figure 26: Sharing Option Page

11.4 Changing User Access to a Shared Folder

You can change the share privileges that you have assigned to a user or group.

1. Right-click on the shared folder to change and select **Edit Properties**. The **Folder Properties** dialog box displays the names that share the folder.
2. Under **Sharing for this folder**, click **Edit** next to the name to change.
3. In the **Share Properties** dialog box, change the privileges.

   You can temporarily disable access to a shared folder without revoking the share privileges by selecting **None**.
4. Choose whether you want to inform the user via email.
5. Click **OK**.

11.5 Removing User Access to a Shared Folder

1. Right-click the shared folder and select **Edit Properties**. The Folder Properties dialog box displays the names that share the folder.
2. Click **Revoke** next to the user name that is being removed.
3. In the **Revoke Share** dialog box select whether to send a standard message or to add a note to your message.
4. Click **Yes**.

   The user can no longer access your folder.

11.6 Accepting an Invitation to Share Items

If you receive an email notice that you have been granted access to share another person's mail folder, you can accept or decline the share.

If you accept, the shared folder displays in the specified application's list in the Overview pane. This information is not actually saved in your mailbox.

1. To accept the invitation, click **Accept Share**.
2. In the **Accept Share** dialog box, you can change the folder name and select a color to highlight the folder.
3. Choose whether to send a confirmation to the person who sent the invitation.
4. Click **Yes**. The folder is added to your Overview pane, and the message is moved to your Trash folder.

11.7 Finding Items Shared With You

Sometimes you might not get an email notification that an item is shared with you, or your organization might have shared items with the public that you would like to find. The **Find Shares** link helps you find items that can be shared with you.

The **Find Shares** link is at the bottom of the **Folders** section in the Overview pane.

1. Click **Find Shares...**
2. In the Add Shared Folder dialog box, select the item shared with you that you have not accepted, or in the **Finds Shares** text box, enter an email address to see if an item was shared with you from that address.
3. In the **Include** drop down menu, select which application to search. Select **All Applications** to search all applications for items shared with you.
4. Click **Search**.
5. Select the items you want to accept.
6. Click **Add**.

11.8 Managing Your Shared Items

The **Preferences>Sharing** page shows items that are shared with you and items that are shared by you. You can also find items that have been shared with you but you have not yet accepted the share. This page is organized into the following sections:

- **Folders that have been shared with me but not yet accepted**. In this section you toggle between two views:

  - **Show folders shared with me through a distribution list**. This option is selected by default. If folders are shared with you through a DL, the fields are populated with the shared item information.
  - **Show folders shared with me by the following user.** When you select this option, enter a name of a user that has shared an item with you. The information is displayed in one of the fields depending on whether you have accepted a share invitation or not. You can view information from one user at a time. The details are not saved.

- **Folders shared with me that I have accepted**. In this section, the folders that are shared with you are listed.
- **Folders shared by me**. In this section your shared folders are listed with details about how the share was set up, including the role you assigned the user and the item shared. You can edit the share properties, revoke permissions to your share, and resend the invitation.
- **Share a Folder**. You can share your email, address book, calendar, tasks, , and briefcase folders from here as well.

11.8.1 Share a Folder from the Preferences Sharing Page

1. Go to the **Preferences>Sharing** page.
2. In the **Share a Folder** section, select the type of folder to share from the drop-down menu.
3. Click **Share**.
4. Select the folder to share and click **OK**.
5. In the **Shared Properties** dialog box, select whether you want to share with internal, external, or public users.
6. Depending on with whom you share, do the following:

   - For **Internal users or groups**, enter the user's email addresses. In the **Role** area, select the access privileges.
   - For **External guests**, enter user's email addresses. External guests are sent an email message with a link to the shared item. They create a display name and password the first time they view the shared item.
   - For the **Public**, enter the **URL** to use.

7. In the **Message** area, select which type of message to send to those who you are granting access. This message can be sent to internal users and external guests. **Note**: If you select **Public**, you must notify the public of the URL.
8. Click **OK**.

11.8.2 Change Access from the Preferences Sharing Page

1. In the **Folders shared by me** section on the **Sharing** page select the name of the user to change.
2. In the **Actions** column you can edit, revoke or resend a shared item.

Table 10: Sharing Actions

Options	Description
Edit	To open the Shared Properties dialog and change the role.
Revoke	To open the Revoke Share dialog and cancel the shared folder.
Resend	To resend the share notice.

11.9 Sharing with a Distribution List

Instead of creating individual share requests, you can share items with a distribution list (mailing list). Everyone in the distribution list has the same share privileges.

When new members are added to the distribution list they can be automatically notified about the items that are shared with the list, and users can click Find Shares in the Overview pane to see the shared items that were published in distribution lists they are members of.

When a member is removed from the distribution list, the share privilege is revoked.

12. SEARCHING YOUR ACCOUNT

Searching lets you find messages, contacts, appointments, tasks, and files. You can search by specific words, dates, time, URL, size, tag, whether or not a message has been read, whether it has file attachments and more.

The MPOB Webmail System offers two types of searches:

- A quick search that executes whatever search query is currently displayed in the search text box. You can enter one of the search key words in the search field and a list of possible search arguments is automatically displayed. In addition, the drop-down arrow at the left of the search text box allows you to select which type of items to search for. You can select to search within messages, your contacts, including contact lists, appointments and files.
- An advanced search makes it easy to execute more complex searches. You can group your search results.
- You can save your search queries and re-execute them at a later date.

12.1 Finding an Item with Quick Search

A quick way to search is to type a name or word, without any keywords in the search text box. For example, to find all mail containing the word " *ammar*" anywhere in the subject line, To: From: Cc: or Bcc: lines, message body, or file attachment, type *ammar* into the search box and click Search.

The drop-down arrow on the left of the search text box allows you to select which type of items to search for.

12.1.1 Perform a Quick Search

1. In the **Search** text box, type the search text.
2. Select which part of your account to search from the drop-down menu next to the search text box.
3. Press **Enter**.

When you are finished with the search, you can clear the search by clicking the **X** on the search tab.

12.2 Performing an Advanced Search

Instead of typing your keyword and criteria in the search text box, on the advanced search page you can select from search filters to add more detailed criteria for your search.

1. In the search text box, click the **magnifying glass**. The advanced search page displays.
2. In the Navigation pane, select from the advanced filters drop down links to create your search. The search syntax displays in a bubble in the search field at the top of the page. You can select from any of the filters.
3. You can further refine your search criteria by adding AND, OR, or NOT search conditions.

12.3 Search Filters You Can Use

When you click the magnifying glass in the search text box, you can select to use basic and advanced filters to build search queries.

12.3.1 Basic Filters

On the advanced search page, select Basic Filters such as **has attachment**, **is flagged** and **is unread** to perform a general search for messages matching your selected criteria.

12.3.2 Advanced Filters

To build more complex and detailed search queries, use the advanced filters as described in the table below.

Table 11: Advanced Filters Queries

Option	Description
Received from	Search for certain domains in the message header (From, To, and Cc). The domains that you can search for are predefined.
Sent to	Search for certain domains in the message header (From, To, and Cc). The domains that you can search for are predefined.
Date sent	Search for messages received after, before, or on a selected date. To search between dates, select **Date sent is before** and then select **Date sent is after** and enter the date range.
Attachments	Search for email based on whether it has an attachment. If you are searching for a particular type of attachment, select the type from the list of formats displayed.
Size	Search for messages by size (KB or MB).
Status	Search for messages or contacts based on their status, such as read, unread, forwarded, or replied to.
Tag	Search for messages or contacts that have a specific tag.
Folder	Limit search to selected folders.

12.4 Searching Syntax

You can search for any item, such as a word, first name, last name, phone number, or domain name. When you are searching for content, there are certain rules to keep in mind. Searching for content searches the body of the message, plus any system-readable file attachments.

Exact text match: If you search for phrases, each word within that phrase must be an exact match. Spelling variants are not allowed. For example, if you search for **bananas**, messages with **banana** are not a match.

Case sensitivity: Search is not case sensitive; **South**, **south**, and **SOUTH** are all the same thing.

Special characters: These special characters cannot be used in your search text. **~ ' ! @ # $ % ^ & * () _- + ? / { }[ ] ; : "**

Wild cards: The asterisk ***** as a wildcard after a prefix is supported. For example, if you search for **do***, it returns items with the word **dog**, **door**, etc.

Attachments: System-readable file attachments are searched. A system-readable file is one that can be converted to HTML, such as Microsoft Office documents and text files.

Contacts in address books: You must search for a whole word or number string. For example, to search contacts by phone number, you must enter the full phone number as it appears in the contact entry. You cannot search just by the area code.

12.5 Searching with Key Words

Table 12: Search Key Words

Option	Description
content	Specifies text that the message must contain. For example, content:bananas finds all items containing the word "bananas".
from	Specifies a sender name or email address that is in the From header. This can be text, as in "Anuar Deniel", an email address such as "anuar@nadi-it.com", or a domain such as "mpob.gov.my".
to	Same as from: except that it specifies one of the people to whom the email was addressed in the To: header.
cc	Same as from: except that it specifies a recipient in the Cc: header of the message.
subject	Specifies text that must appear in the subject header of the message. An example might be subject:new vacation policy.
in	Specifies a folder. For example, in:sent shows all items in your **Sent** folder.
has	Specifies an attribute that the message must have. The types of object you can specify are "attachment", "phone", or "url". For example, has:attachment finds all messages which contain one or more attachments of any type.
filename	Specifies an attachment file name. For example, filename: query.txt finds messages with a file attachment named "query.txt".
type	Specifies a search within attachments of a specified type. The types of attachment you can specify are "text", "word", "excel", and "pdf". For example, type:word hello finds messages with attachments that are Microsoft Word documents and searches within those attachments for the word "hello".
attachment	Specifies any item with a certain type of attachment. For example, attachment:word finds all messages with a Word file attachment.

Table 9: Briefcase File Viewing Options

Option	Description
is	Searches for messages with a certain status. Allowable values are "unread", "read", "flagged", "unflagged", "sent", "draft", "received", "replied", "unreplied", "forwarded", unforwarded", "anywhere", "remote" (in a shared folder), "local", "sent", and "solo" For example, is: unread finds all unread messages. is:solo finds email messages that do not have a reply to them yet. The Status drop-down menu in the advanced filters includes these options.
date	Use this keyword to specify a date You can use an absolute date (mm/dd/yyyy or yyyy/dd/mm) or a relative date (+/- nnnn [hour, day, week, month, year]). Use the format that is default on your browser's locale. For example, US English format date:2/1/2012 finds messages dated February 1, 2012. The greater symbol (date:>DATE) is the same as after:DATE. The less symbol (date:>DATE) is the same as the before:Date.
after	Specifies mail sent after a certain date. For example, after:2/1/2012 specify mail sent after February 1, 2012.
before	Same as after: except specifies mail sent before the specified date.
size	Specifies messages whose total size, including attachments, is a specified number of bytes, kilobytes, or megabytes. For example, size:12 kb finds messages that are exactly 12K in size. The greater than (>) or less than (<) symbols can be used instead of bigger or smaller.
larger	Similar to size: except specifies greater than the specified size.
smaller	Similar to size: except specifies smaller than the specified size.
tag	Finds messages which have been tagged with a specified tag. For example, tag:amber finds message that have a tag called "amber" applied.

12.6 Using * as a Wildcard in Search

The asterisk * after a prefix can be used as a wildcard in a search to find content with words that have similar spellings. For example, **do*** returns items with the word **dog**, **door**, etc.

12.7 Setting Search Folders and Items Preferences

Trash, Spam and Shared folders are by default not included in search settings.

You can set your preferences to include these folders and items in your search.

1. Go to **Preferences>General** page.
2. Select **Search Settings>Include Spam Folder in Searches, Include Trash Folder in Searches,** and **Include Shared Items in Searches** to include these folders in any search you perform. By default these folders are not searched.
3. Click **Save**.

12.8 Saving a Search Query

If you create a search that you want to use again, you can save it.

1. Create the search query.
2. Next to the Search button, click **Save**.
3. Enter a **Name** and select a **Colour** for the search.
4. Select where to save the search in the menu tree.
5. Click **OK**.

12.9 Searching for Messages Sent To or From the Sender

You can search for messages received from or sent to the sender of a message in one of the following ways:

- By right-clicking a message that was sent or received from the sender.
- Using advanced search filters.

12.9.1 Search From Messages That You Received

1. In your Inbox or other personal folder, select a message received from the sender you want to find.
2. Right-click the message and select **Find Emails**.
3. Select either **Received From Sender** or **Sent to Sender**. The search is executed, and messages that meet your request display in the Content pane.

12.9.2 Use Advanced Search

1. In the search text box, click the **magnifying glass**. The advanced search page displays.
2. In the Navigation pane, from the advanced filters drop down select **Received from…** or **Sent to …** and enter the sender's email address or domain. The search syntax displays in the search text box at the top of the page.

The search is executed and messages that meet your request display in the Content pane.

12.10 Searching for Messages Sent To or From the Recipient

You can search for messages **from** or **to** a recipient of a message in one of the following ways:

- From the Sent or Drafts folders **To** column
- Using advanced search filters

When you search within a folder, only results for messages within that folder are displayed. When you use the advanced search option, you can select which folders to search. Results include messages from the folders selected for the search.

12.10.1 Search Sent and Draft Folders

1. In the **Sent** and **Drafts** folders, select a message with the name of the recipient you want to find.
2. Right-click the message and select **Find Emails**.
3. Select either **Received From Recipients** or **Sent To Recipients**. The search is executed and messages that meet your request display in the Content pane.

12.10.2 Use Advanced Search

1. In the search text box, click the **magnifying glass**. The advanced search page displays.
2. In the Navigation pane, select from the advanced filters drop down select **Received from...** or **Sent to ...** and enter the recipient's email address or domain. The search syntax displays in the Search field at the top of the page.

The search is executed and messages that meet your request display in the Content pane.

12.11 Search Examples

When performing an advanced search, you use different panes depending on the search criteria. The following examples demonstrate which search panes to use for particular types of searches.

12.11.1 Search for a Specific Type of Attachment

You are looking for a message with a picture attached. You don't remember who sent it or when, but you recall that it was either a PDF or JPEG file.

1. From the search drop-down menu, select **Mail** and click the magnifying glass in the search text box to display the advanced search page.
2. Click the magnifying glass in the search text box to display the advanced search page.
3. In the Attachments Filters drop-down menu, choose **Attachments...** and then select both **Adobe PDF** and **Image**.
4. Click **Search**.

12.11.2 Search by a Date Range

Someone who sends you a lot of email claims to have sent you a specific message in early February. Rather than look through all your emails, you can search by the contact name and the date range.

1. From the search drop-down menu, select **Mail**.
2. Click the magnifying glass in the search text box to display the advanced search page.
3. Select **Date sent...** to set the date range.
4. Select **is before** and specify an end date.
5. Select **is after** and specify a start date.
6. Click **Search**.

12.11.3 Search for Mail across All Folders

For example, you are looking for email from your manager. You know your manager's email address, but don't remember what folder you have placed email received from him in.

1. From the search drop-down menu, select **Mail**.
2. Click the magnifying glass in the search text box to display the advanced search page.
3. Select **Received from...** and enter the email address of your manager in the Address box.
4. Select **Status > in any folder**.
5. Click **Search**.

13. ARCHIVING YOUR EMAIL DATA

There are several options for archiving your email off of the MPOB Webmail System. These options are useful when you need to either free up space on the mail server, or to save your email data to your Desktop.

Below are the instructions for:

- Exporting email from MPOB Webmail System to a Zip file so it can be archived off the mail server.
- Saving your exported email to your Desktop (eg: C:\MyDocuments) folder.
- Importing mail from your desktop (eg: C:\MyDocuments) back into MPOB Webmail System.

13.1 Exporting Your Email to a ZIP File

1. In MPOB Webmail System, click on the '**PREFERENCES'** tab.
2. In the column of options on the left side of the screen, click on Import/Export.
3. Under '**Export' > 'Type'**, click the radio button **Account**.
4. Next to '**Source',** click on the '**All Folders'** button.
5. Scroll down to '**Mail Folders'**. If the list of folders is not expanded, click on the arrow next to '**Folders'** to expand its list.
6. Select the folder you wish to archive and then click on '**OK'**.
7. Click on the '**Export'** button on the far right side of the screen.
8. You will receive a pop-up window. Click to choose to **SAVE** the file. This process will export your messages to a .**TGZ** file. Make note of the file name and then click on **OK**. Your email has now been saved into your Desktop Computer.

Note: *If you cannot find the file on your desktop, go back to your browser and click on* ***TOOLS****, and then* ***DOWNLOADS****. You will see the* ***.TGZ*** *file in your list of downloads. You can* **right click** *it and choose* ***OPEN CONTAINING FOLDER****. This will take you to the location to where your file was downloaded.*

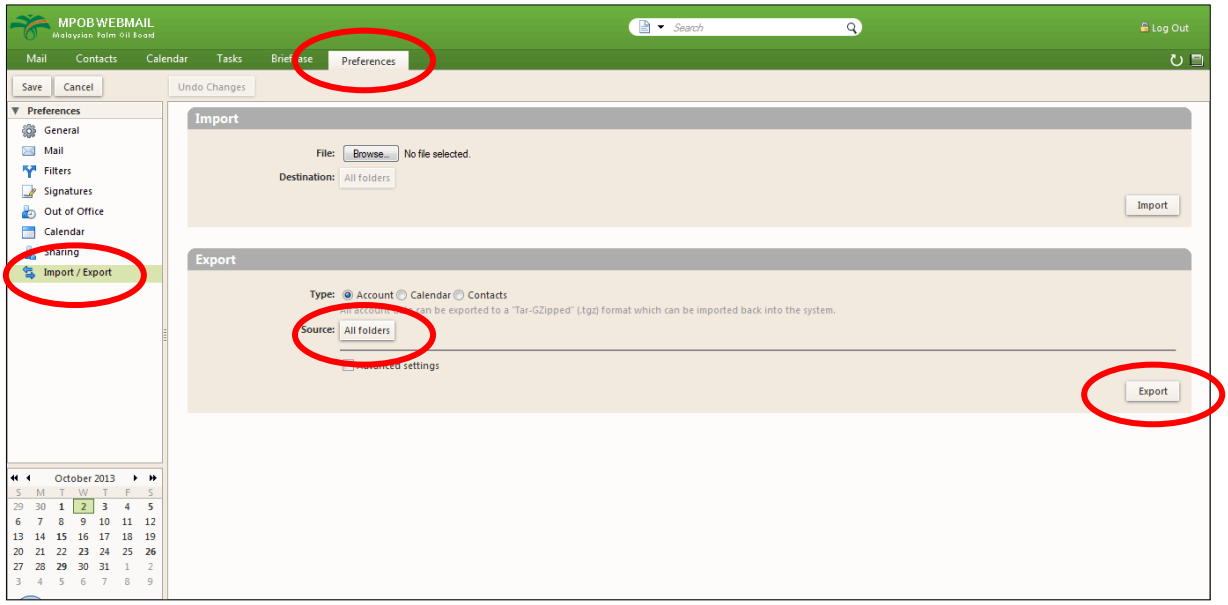


Figure 27: Import/Export Preferences Page

13.1.1 Export Your Email Based On Date

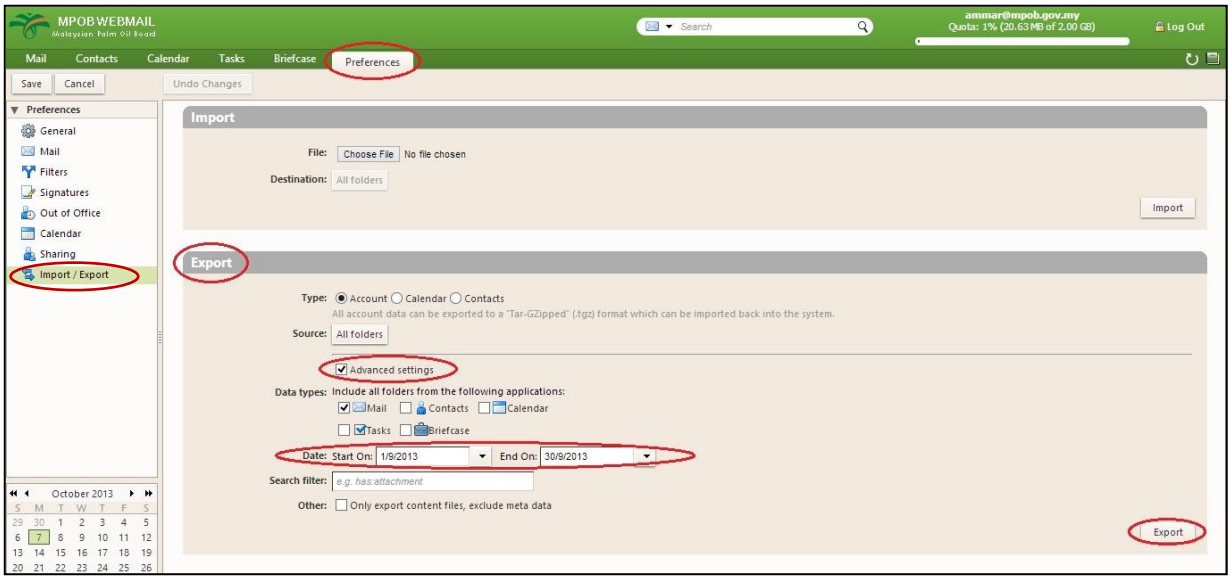


Figure 28: Advanced Option Export Preferences Page

1. In MPOB Webmail System, click on the '**PREFERENCES'** tab.
2. In the column of options on the left side of the screen, click on Import/Export.
3. Under '**Export' > 'Type'**, click the radio button **Account**.
4. Next to '**Source',** click on the '**All Folders'** button.
5. Scroll down to '**Mail Folders'**. If the list of folders is not expanded, click on the arrow next to '**Folders'** to expand its list.
6. Select the folder you wish to archive and then click on **'OK'**.
7. Check the **Advanced Settings** box
8. Remove the check box from all applications except **'Mail'**.
9. Select the date you wish to archive from when to when.
10. Click on the '**Export'** button on the far right side of the screen.
11. You will receive a pop-up window. Click to choose to **SAVE** the file. This process will export your messages to a .**TGZ** file. Make note of the file name and then click on **OK**. Your email has now been saved into your Desktop Computer.

13.2 Importing Email From Desktop

Figure 29: Import Preferences Page

1. In MPOB Webmail System, create a new folder, calling it Import. To create a new folder, in MPOB Webmail System, on the left side of the screen, above your list of current mailboxes, click on the folder icon. Give the folder a name, and then in the list below, click once to select "Folders" and then click **'OK'**.
2. In MPOB Webmail System, click on the **'PREFERENCES'** tab.
3. In the column of options on the left side of the screen, click on **'Import/Export'**.
4. Click on the **'CHOOSE FILE'** button.
5. Select your M:\MyDocuments folder by clicking on your M:\ drive, then selecting My Documents. Select the .TGZ file you wish to import back into MPOB Webmail System.
6. Click on **'OPEN'**.
7. Next to Destination, click on the **'ALL FOLDERS'** button. **A CHOOSE FOLDER** window will open.
8. Scroll down to Folders. If the list of folders is not expanded, click on the arrow next to **'FOLDERS'** to expand its list.

Note: *You may have two FOLDERS listed. If the one you expand doesn't contain your email folders, expand the other one. Select the* ***IMPORT*** *folder and click OK.*

9. Click on the **IMPORT** button on the far right side of the screen.
10. You should see a pop-up window stating that he import succeeded. Click **OK**.
11. In MPOB Webmail System, click on the **MAIL** tab, then go into the **IMPORT** folder to view your imported email messages.